

OFFICE PERFORMANCE ACCOMPLISHMENT REPORT FORM

I/We, DENNIS S. SANTIAGO,  
submit the following accomplishments of PROCUREMENT SERVICE-DBM and the corresponding ratings in accordance with the approved performance commitments and measures for the period January to December 2022.

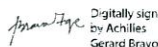

DENNIS S. SANTIAGO  
Executive Director V  
Date: \_\_\_\_\_

	Action/PAP (1)	Success Indicator (2)	Dim (3)	Responsible Division/Staff (4)	Allotted Budget (5)	COMMITMENTS FOR YEAR (TARGETS) (6)				ACTUAL ACCOMPLISHMENTS (7)												Remarks (9)
						1ST QUARTER	2ND QUARTER	3RD QUARTER	4TH QUARTER	1ST SEMESTER				2ND SEMESTER				Year-End Rating (Ave of two semesters) (8)				
										RATING				RATING								
										Qn	Ql	T	Ave	Qn	Ql	T	Ave					
Part A: Strategic Performance Commitments including other mandated functions/activities (Source documents: GAA, DBM PIB, B/S/O Functional Statements and other relevant planning and budgetary documents)																						
PAP 1:	CSE Sales Improvement Program	20% Increase on CY 2021 Actual Regular CSE Sales by the end of CY 2022	Qn/T	Office of the Executive Director / Admin and Finance Group / Regional and Main Operations Group / Procurement Group / IT Services Division				20% Increase on CY 2021 Actual Regular CSE Sales by the end of CY 2022	To be rated at the 4th quarter	To be rated at the 4th quarter	N/A	N/A	N/A	To be rated at the 4th quarter	53.22% Increase on CY 2021 Actual Regular CSE Sales by the end of CY 2022 (5.00)	5.00	5.00	5.00	5.00	Target CSE Sales for CY 2022: PHP5,248,655,585.78 Actual CSE Sales per Quarter: 1st Quarter: PHP2,375,167,757.37 2nd Quarter: PHP2,277,324,360.93 3rd Quarter: PHP1,459,611,844.12 4th Quarter: PHP1,932,224,619.18 Total CSE Sales as of December 31, 2022: PHP9,944,133,581.69 See attached Annex "A" for the detailed accomplishment report/status as of December 31, 2022		
PAP 2:	Customer Satisfaction	100% of required services were delivered within the prescribed period and 95% of the overall satisfaction were rated at least "Satisfied"	Qn/T	PhilGEPS-Customer Service Section / Inspection Division / Marketing and Sales Division / Regional Depots / Quality Management System Section	100% of required services were delivered within the prescribed period	100% of required services were delivered within the prescribed period	100% of required services were delivered within the prescribed period	100% of required services were delivered within the prescribed period	100% of the required services delivered within the prescribed period (5.00)	100% of the required services delivered within the prescribed period (5.00)	5.00	5.00	100% of the required services delivered within the prescribed period (5.00)	100% of the required services delivered within the prescribed period (5.00)	5.00	5.00			1st Quarter: PhilGEPS-CS: 100% Inspection Division: 100% Marketing and Sales Division: 100% Regional Depots: 100% 2nd Quarter: PhilGEPS-CS: 100% Inspection Division: 100% Marketing and Sales Division: 100% Regional Depots: 100% 3rd Quarter: PhilGEPS-CS: 100% Inspection Division: 100% Marketing and Sales Division: 100% Regional Depots: 100% 4th Quarter: PhilGEPS-CS: 100% Inspection Division: 100% Marketing and Sales Division: 100% Regional Depots: 100% See attached Annex "B" for the detailed accomplishment report/status as of December 31, 2022			
			Ql		95% of the overall satisfaction were rated at least "Satisfied"	95% of the overall satisfaction were rated at least "Satisfied"	95% of the overall satisfaction were rated at least "Satisfied"	95% of the overall satisfaction were rated at least "Satisfied"	99.03% of the overall satisfaction were rated at least "Satisfied" (4.00)	99.29% of the overall satisfaction were rated at least "Satisfied" (4.00)	4.00	99.59% of the overall satisfaction were rated at least "Satisfied" (4.00)	98.41% of the overall satisfaction were rated at least "Satisfied" (4.00)	4.00	4.50	4.50	1st Quarter: PhilGEPS-CS: 99.61% Inspection Division: 98.79% Marketing and Sales Division: 99.74% Regional Depots: 98.39% Average % for the 1st Qtr: 98.16% 2nd Quarter: PhilGEPS-CS: 99.64% Inspection Division: 100% Marketing and Sales Division: 98.69% Regional Depots: 99.92% Average % for the 2nd Qtr: 99.29% 3rd Quarter: PhilGEPS-CS: 99.94% Inspection Division: 100% Marketing and Sales Division: 99.52% Regional Depots: 98.69% Average for the 3rd Qtr: 99.59% 4th Quarter: PhilGEPS-CS: 99.84% Inspection Division: 100% Marketing and Sales Division: 94.87% Regional Depots: 99.12% Average for the 4th Qtr: 99.41% See attached Annex "C" for the detailed accomplishment report/status as of December 31, 2022					
PAP 3:	Modernized Philippine Government Electronic Procurement System (mPhilGEPS)	90% of identified Pilot agencies utilized the Modernized PhilGEPS on the target date	Qn	PhilGEPS Group				90% of identified Pilot agencies utilized the Modernized PhilGEPS	To be rated at the 4th quarter	To be rated at the 4th quarter	N/A			To be rated at the 4th quarter	100% of identified Pilot agencies utilized the Modernized PhilGEPS (5.00)	5.00			5.00	5.00	Please see attached Annex "D" for the detailed accomplishment report/status as of December 31, 2022	
			T					on the target date	To be rated at the 4th quarter	To be rated at the 4th quarter		N/A		To be rated at the 4th quarter	Three (3) or more working days before the target date (5.00)		5.00					



Action/PAP (1)	Success Indicator (2)	Dim (3)	Responsible Division/Staff (4)	Allotted Budget (5)	COMMITMENTS FOR YEAR (TARGETS) (6)				ACTUAL ACCOMPLISHMENTS (7)												Remarks (9)		
					1ST QUARTER	2ND QUARTER	3RD QUARTER	4TH QUARTER	1ST SEMESTER				2ND SEMESTER				Year-End Rating (Ave of two semesters) (8)						
									1ST QUARTER	2ND QUARTER	RATING		3RD QUARTER	4TH QUARTER	RATING								
Part A: Strategic Performance Commitments including other mandated functions/activities (Source documents: GAA, DBM PIB, B/S/O Functional Statements and other relevant planning and budgetary documents)																							
PAP 3: Modernized Philippine Government Electronic Procurement System (mPhilGEPS)	90% of the pilot agencies are trained in the Modernized PhilGEPS on the target date	Qn	PhilGEPS Group				90% of the pilot Agencies are trained in the Modernized PhilGEPS	To be rated at the 4th qurter	To be rated at the 4th quarter	N/A				To be rated at the 4th quarter	100% of the pilot Agencies are trained in the Modernized PhilGEPS (5.00)	5.00				5.00	5.00	See attached Annex "D" for the detailed accomplishment report/status as of December 31, 2022	
		T					on the target date	To be rated at the 4th quarter	To be rated at the 4th quarter			N/A		To be rated at the 4th quarter	Three (3) or more working days before the target date (5.00)			5.00					
	Qn						Additional three (3) reports generated in mPhilGEPS Reporting Tool	To be rated at the 4th qurter	To be rated at the 4th quarter	N/A			N/A	To be rated at the 4th quarter	4 reports generated in mPhilGEPS Reporting Tool (5.00)	5.00							
	T						on the target date	To be rated at the 4th quarter	To be rated at the 4th quarter			N/A		To be rated at the 4th quarter	Three (3) or more working days before the target date (5.00)			5.00					
Part B: Additional Performance Commitments (Administrative/support functions and special assignments not captured under Part A and external & internal reportorial requirements)																							
PAP 1: Integrity Management Program and Organization	Two (2) Integrity Assessment Reports/Templates submitted to and concurred by the oversight committee/s and approved after two (2) presentations at the end of 2022	Qn/T	Procurement Service - Integrity Management Committee				Two (2) integrity assessment reports/templates submitted to and concurred by the oversight committee/s at the end of the year	To be rated at the 4th quarter	To be rated at the 4th quarter	N/A		N/A		To be rated at the 4th quarter	-	-	-				-	-	See attached Annex "E" for the detailed accomplishment report/status as of December 31, 2022
		Ql					Approved within three (3) presentations	To be rated at the 4th quarter	To be rated at the 4th quarter			N/A		To be rated at the 4th quarter	-	-	-						
PAP 2: Support Green Public Procurement Program as specified in the Philippine Republic Procurement Road Map (2017-2022)	100% of the targeted number of inventory items have green provisions integrated in the technical specifications and were approved after two (2) presentations at the end of 2022	Qn	Office of the Executive Director / Procurement Group / Operations Group				100% of the targeted items provided with green provisions integrated in the technical specifications	To be rated at the 4th quarter	To be rated at the 4th quarter	N/A			N/A	To be rated at the 4th quarter	100% of the targeted items provided with green provisions integrated in the technical specifications (5.00)	5.00				5.00	5.00	See attached Annex "F" for the detailed accomplishment report/status as of December 31, 2022	
		Ql					Approved after three (3) presentations	To be rated at the 4th qurter	To be rated at the 4th quarter			N/A		To be rated at the 4th quarter	Approved after one (1) presentation (5.00)			5.00					



Action/PAP (1)	Success Indicator (2)	Dim (3)	Responsible Division/Staff (4)	Allotted Budget (5)	COMMITMENTS FOR YEAR (TARGETS) (6)				ACTUAL ACCOMPLISHMENTS (7)											Remarks (9)				
					1ST QUARTER	2ND QUARTER	3RD QUARTER	4TH QUARTER	1ST SEMESTER		2ND SEMESTER				Year-End Rating (Ave of two semesters) (8)									
									Qn	Ql	T	Ave	3RD QUARTER	4TH QUARTER		Qn	Ql	T	Ave					
Part B: Additional Performance Commitments (Administrative/support functions and special assignments not captured under Part A and external & internal reporting requirements)																								
PAP 3:	Prepare and submit reports/inputs required by the DBM B/S/Os concerned	100% of the required reports submitted to the DBM B/S/Os concerned on the prescribed deadline	Planning Section	Qn	100% of the required reports submitted to the DBM B/S/Os concerned	100% of the required reports submitted to the DBM B/S/Os concerned	100% of the required reports submitted to the DBM B/S/Os concerned	100% of the required reports submitted to the DBM B/S/Os concerned	100% of the required reports submitted to the DBM B/S/Os concerned (5.06)	72.72% of the required reports submitted to the DBM B/S/Os concerned (1.00)	3.00					100% of the required reports submitted to the DBM B/S/Os concerned (5.00)	100% of the required reports submitted to the DBM B/S/Os concerned (5.00)	5.00					See attached Annex "G" for the detailed accomplishment report/status as of December 31, 2022	
					T	Required reports submitted to the DBM B/S/Os concerned within the prescribed deadline	Required reports submitted to the DBM B/S/Os concerned within the prescribed deadline	Required reports submitted to the DBM B/S/Os concerned within the prescribed deadline	Required reports submitted to the DBM B/S/Os concerned within the prescribed deadline	Required reports submitted to the DBM B/S/Os concerned on the prescribed deadline (2.94)	Required reports submitted to the DBM B/S/Os concerned on the prescribed deadline (3.36)			3.15		Required reports submitted to the DBM B/S/Os concerned on the prescribed deadline (3.50)	Required reports submitted to the DBM B/S/Os concerned on the prescribed deadline (3.43)			3.47	4.24	3.66		
PAP 4:	Prepare and submit reports/comments required/requested by external stakeholders	100% of the required/requested reports and comments submitted to the external stakeholders on the prescribed deadline	Human Resource Development Division / SALN Committee	Ql	100% of the required/requested reports and comments submitted to the external stakeholders	100% of the required/requested reports and comments submitted to the external stakeholders	100% of the required/requested reports and comments submitted to the external stakeholders	100% of the required/requested reports and comments submitted to the external stakeholders	No new hire/no appointments were processed for the 1st Quarter of 2022	No new hire/no appointments were processed for the 2nd Quarter of 2022	N/A					100% of the required/requested reports and comments submitted to the external stakeholders (5.00)	100% of the required/requested reports and comments submitted to the external stakeholders (5.00)	5.00					See attached Annex "H" for the detailed accomplishment report/status as of December 31, 2022	
					T	Required/requested reports and comments submitted to the external stakeholders on the prescribed deadline	Required/requested reports and comments submitted to the external stakeholders on the prescribed deadline	Required/requested reports and comments submitted to the external stakeholders on the prescribed deadline	Required/requested reports and comments submitted to the external stakeholders on the prescribed deadline	No new hire/no appointments were processed for the 1st Quarter of 2022	No new hire/no appointments were processed for the 2nd Quarter of 2022			N/A		Required/requested reports and comments submitted to the external stakeholders on the prescribed deadline (2.50)	Required/requested reports and comments submitted to the external stakeholders on the prescribed deadline (4.88)			3.69	4.35	4.35		
Notes: For the 1st Quarter reporting of performance - Columns 1 to 6 (commitments) and the 1st Quarter column under Actual Accomplishments must be filled or accomplished. For the 2nd Quarter reporting of performance - the 2nd Quarter column, including the Rating columns for the 1st Semester, under Actual Accomplishments must be filled or accomplished. For the 3rd Quarter reporting of performance - the 3rd Quarter column under Actual Accomplishments must be filled or accomplished. For the 4th Quarter reporting of performance - the 4th Quarter column, including the Rating columns for the 2nd Semester and the Year-end Rating, under Actual Accomplishments must be filled or accomplished.									1ST SEMESTER ASSESSMENT (To be accomplished by the end of 2nd quarter)											2ND SEMESTER ASSESSMENT (To be accomplished by the end of 4th quarter)				
									Recommending Approval:		Approved by:		ASSESSMENT RATING:		Recommending Approval:		Approved by:		ASSESSMENT RATING:		OVERALL ASSESSMENT RATING:			
													4.22		 Digitally signed by Achille Gerard Bravo				4.77		4.73			
									ASEC. ACHILLE GERARD C. BRAVO Assigned Liaison Officer Date: _____		TINA ROSE MARIE L. CANOJA CIC Secretary / Authorized Signatory Date: _____		ADJECTIVAL RATING:  VS		ASEC. ACHILLE GERARD C. BRAVO Assigned Liaison Officer Date: _____		ANANDAMAH Secretary / Authorized Signatory Date: _____		ADJECTIVAL RATING:  VS		OVERALL ADJECTIVAL RATING:  VS			



Annex A  
PART A, PAP 1: CSE Sales Improvement Program

FY 2022 CSE Sales Report																	
Classification	1st Quarter				2nd Quarter				3rd Quarter				4th Quarter				Grand Total
	January	February	March	Q1 Total	April	May	June	Q2 Total	July	Aug	Sep	Q3 Total	Oct	Nov	Dec	Q4 Total	
CSE	67,517,345.49	728,142,083.39	788,386,727.70	1,584,046,156.58	155,082,354.86	2,484,335,399.77	457,318,078.42	3,096,735,833.05	570,261,776.68	239,172,183.24	427,425,716.03	1,236,859,675.95	603,199,816.49	121,593,705.14	102,275,997.79	827,069,519.42	6,744,711,185.00
SOFTWARE	0.00	621,484,973.46	169,636,627.33	791,121,600.79	0.00	251,441,974.65	1,929,146,553.23	2,180,588,527.88	73,782,679.23	73,300,151.93	75,474,337.01	222,557,168.17	399,475.44	4,755,624.32	0.00	5,155,099.76	3,199,422,396.60
Grand Total	67,517,345.49	1,349,627,056.85	958,023,355.03	2,375,167,757.37	155,082,354.86	2,735,777,374.42	2,386,464,631.65	5,277,324,360.93	644,044,455.91	312,472,335.17	502,900,053.04	1,459,416,844.12	603,599,291.93	126,349,329.46	102,275,997.79	832,224,619.18	9,944,133,581.60

Breakdown of CSE Sales																	
Main	35,597,242.64	667,298,955.74	688,922,655.63	1,391,818,854.01	102,810,063.22	2,416,185,966.85	344,328,919.10	2,863,324,949.17	501,261,910.69	157,681,042.45	352,519,114.71	1,011,462,067.85	528,315,111.54	72,071,386.12	57,800,978.72	658,187,476.38	5,924,793,347.41
Less: Sales Returns	0.00	394,534.54	2,041,660.24	2,436,194.78	258,112.32	517,300.02	2,410,554.14	3,185,966.48	885,541.13	196,538.74	843,141.37	1,925,221.24	1,010,643.81	3,955,717.28	724,492.05	5,690,853.14	13,238,235.64
Net CSE Sales - Main	35,597,242.64	666,904,421.20	686,880,995.39	1,389,382,659.23	102,551,950.90	2,415,668,666.83	341,918,364.96	2,860,138,982.69	500,376,369.56	157,484,503.71	351,675,973.34	1,009,536,846.61	527,304,467.73	68,115,668.84	57,076,486.67	652,496,623.24	5,911,555,111.77
CSE Sales - Depot	31,920,102.85	61,237,662.19	101,505,732.31	194,663,497.35	52,530,403.96	68,666,732.94	115,399,713.46	236,596,850.36	69,885,407.12	81,687,679.53	75,749,742.69	227,322,829.34	75,895,348.76	53,478,036.30	45,199,511.12	174,572,896.18	833,156,073.23
Total CSE Sales	67,517,345.49	728,142,083.39	788,386,727.70	1,584,046,156.58	155,082,354.86	2,484,335,399.77	457,318,078.42	3,096,735,833.05	570,261,776.68	239,172,183.24	427,425,716.03	1,236,859,675.95	603,199,816.49	121,593,705.14	102,275,997.79	827,069,519.42	6,744,711,185.00

\*CSE Sales compose of CSE-Regular Items and CSE-COVID Items

Prepared by:

MA. VICTORIA M. PEÑA  
Admin Officer IV  
Date:

Certified Correct by:

LADY LOU A. GIMENO  
OIC Chief, Comptroller Division  
Date:

Approved by:

SAMANTHA S. MOSCOSO  
OIC Director IV, Admin and Finance Group  
Date:



**PHILGEPS CUSTOMER SERVICE - WALK-IN ASSISTANCE**  
**FY 2022 FIRST QUARTER**

JANUARY			
DATE	Buyer	Merchant	TOTAL
03-Jan-2022	0	8	64
04-Jan-2022	1	10	
05-Jan-2022	2	11	
06-Jan-2022	2	18	
07-Jan-2022	0	12	
10-Jan-2022	0	16	74
11-Jan-2022	1	12	
12-Jan-2022	1	16	
13-Jan-2022	0	8	
14-Jan-2022	0	20	
17-Jan-2022	1	14	66
18-Jan-2022	3	16	
19-Jan-2022	0	9	
20-Jan-2022	2	12	
21-Jan-2022	0	9	
24-Jan-2022	2	18	87
25-Jan-2022	1	17	
26-Jan-2022	1	14	
27-Jan-2022	0	10	
28-Jan-2022	0	24	
31-Jan-2022	0	23	23
<b>Grand Total:</b>	<b>17</b>	<b>297</b>	<b>314</b>

FEBRUARY			
DATE	Buyer	Merchant	TOTAL
01-Feb-2022	0	0	103
02-Feb-2022	9	27	
03-Feb-2022	4	29	
04-Feb-2022	8	26	
07-Feb-2022	0	24	
08-Feb-2022	3	22	163
09-Feb-2022	1	33	
10-Feb-2022	4	36	
11-Feb-2022	6	34	
14-Feb-2022	1	22	
15-Feb-2022	0	25	142
16-Feb-2022	6	33	
17-Feb-2022	1	26	
18-Feb-2022	6	22	
21-Feb-2022	2	22	
22-Feb-2022	1	26	107
23-Feb-2022	4	25	
24-Feb-2022	2	25	
25-Feb-2022	0	0	
28-Feb-2022	1	26	
<b>Grand Total:</b>	<b>59</b>	<b>483</b>	<b>542</b>

MARCH			
DATE	Buyer	Merchant	TOTAL
01-Mar-2022	2	28	121
02-Mar-2022	0	32	
03-Mar-2022	3	25	
04-Mar-2022	4	27	
07-Mar-2022	2	26	
08-Mar-2022	1	26	119
09-Mar-2022	5	20	
10-Mar-2022	1	14	
11-Mar-2022	3	21	
14-Mar-2022	2	21	
15-Mar-2022	2	24	110
16-Mar-2022	1	21	
17-Mar-2022	2	20	
18-Mar-2022	0	17	
21-Mar-2022	2	18	
22-Mar-2022	2	18	93
23-Mar-2022	0	25	
24-Mar-2022	0	18	
25-Mar-2022	1	9	
28-Mar-2022	2	27	
29-Mar-2022	0	22	92
30-Mar-2022	3	22	
31-Mar-2022	0	16	
<b>Grand Total:</b>	<b>38</b>	<b>497</b>	<b>535</b>

TOTAL NUMBER OF WALK-IN CLIENTS PER MONTH	
JANUARY	314
FEBRUARY	542
MARCH	535
<b>TOTAL WALK-IN CLIENTS</b>	<b>1,391</b>

PERCENTAGE	
TOTAL BUYER	114
TOTAL MERCHANT	1,277
TOTAL NO. OF (Resolved Concerns/Walk-Ins) x 100	100.00%

Prepared by:

*Aubrey C. Bodestyne*  
 Aubrey C. Bodestyne  
 PMO I, PhilGEPS Customer Service  
 26 May 2022

Reviewed by:

*Brian N. Gerona*  
 Brian N. Gerona  
 PMO V, PhilGEPS Customer Service  
 26 May 2022

Approved by:

*Rosa Maria M. Clemente*  
 Rosa Maria M. Clemente  
 Director IV, PhilGEPS Group  
 26 May 2022



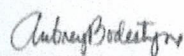
**PHILGEPS-CUSTOMER SERVICE - WALK-IN ASSISTANCE**  
**FY 2022 SECOND QUARTER**

**APRIL**

DATE	Buyer	Merchant	TOTAL
01-Apr-2022	0	21	21
04-Apr-2022	0	0	
05-Apr-2022	2	25	
06-Apr-2022	1	13	87
07-Apr-2022	0	17	
08-Apr-2022	1	28	
11-Apr-2022	0	0	
12-Apr-2022	3	29	38
13-Apr-2022	2	4	
18-Apr-2022	0	0	
19-Apr-2022	1	32	
20-Apr-2022	3	26	95
21-Apr-2022	3	18	
22-Apr-2022	1	11	
25-Apr-2022	0	0	
26-Apr-2022	3	33	
27-Apr-2022	3	25	101
28-Apr-2022	0	18	
29-Apr-2022	3	16	
<b>Grand Total:</b>	<b>26</b>	<b>316</b>	<b>342</b>

TOTAL NUMBER OF WALK-IN CLIENTS PER MONTH	
APRIL	342
MAY	439
JUNE	697
<b>TOTAL WALK-IN CLIENTS</b>	<b>1,478</b>

Prepared by:

  
**Aubrey C. Bodestyn**  
 PMO I, PhilGEPS Customer Service  
 30 June 2022

**MAY**

DATE	Buyer	Merchant	TOTAL
02-May-2022	0	0	
03-May-2022	0	0	
04-May-2022	1	36	69
05-May-2022	1	17	
06-May-2022	2	12	
10-May-2022	1	17	
11-May-2022	3	19	83
12-May-2022	2	18	
13-May-2022	3	20	
16-May-2022	0	0	
17-May-2022	1	38	
18-May-2022	2	26	109
19-May-2022	2	18	
20-May-2022	0	22	
23-May-2022	0	0	
24-May-2022	11	43	
25-May-2022	3	24	137
26-May-2022	0	33	
27-May-2022	1	22	
30-May-2022	0	0	
31-May-2022	1	40	41
<b>Grand Total:</b>	<b>34</b>	<b>405</b>	<b>439</b>

PERCENTAGE	
TOTAL BUYER	150
TOTAL MERCHANT	1,328
TOTAL NO. OF (Resolved Concerns/Walk-ins) x 100	100.00%


Reviewed by:

  
**Brian N. Gerona**  
 PMO V, PhilGEPS Customer Service  
 30 June 2022

**JUNE**

DATE	Buyer	Merchant	TOTAL
01-Jun-2022	2	36	
02-Jun-2022	1	26	111
03-Jun-2022	6	40	
06-Jun-2022	0	0	
07-Jun-2022	4	51	
08-Jun-2022	0	41	149
09-Jun-2022	4	23	
10-Jun-2022	2	24	
13-Jun-2022	7	30	
14-Jun-2022	2	30	
15-Jun-2022	0	31	166
16-Jun-2022	1	31	
17-Jun-2022	5	29	
20-Jun-2022	5	23	
21-Jun-2022	4	29	
22-Jun-2022	11	22	167
23-Jun-2022	18	24	
24-Jun-2022	6	25	
27-Jun-2022	2	26	
28-Jun-2022	7	31	
29-Jun-2022	2	20	104
30-Jun-2022	1	15	
<b>Grand Total:</b>	<b>90</b>	<b>607</b>	<b>697</b>

Approved by:

  
**Rosa Maria M. Clemente**  
 Director IV, PhilGEPS Group  
 30 June 2022



**PHILGEPS-CUSTOMER SERVICE - WALK-IN ASSISTANCE**  
**FY 2022 THIRD QUARTER**

JULY			
DATE	Buyer	Merchant	TOTAL
01-Jul-2022	2	23	25
04-Jul-2022	2	28	146
05-Jul-2022	2	29	
06-Jul-2022	5	31	
07-Jul-2022	1	20	
08-Jul-2022	4	24	
11-Jul-2022	2	18	130
12-Jul-2022	4	24	
13-Jul-2022	4	21	
14-Jul-2022	5	32	
15-Jul-2022	2	18	
18-Jul-2022	8	14	151
19-Jul-2022	10	18	
20-Jul-2022	9	29	
21-Jul-2022	8	23	
22-Jul-2022	5	27	
25-Jul-2022	3	18	118
26-Jul-2022	0	19	
27-Jul-2022	6	24	
28-Jul-2022	6	16	
29-Jul-2022	2	24	
<b>Grand Total:</b>	<b>90</b>	<b>480</b>	<b>570</b>

TOTAL NUMBER OF WALK-IN CLIENTS PER MONTH	
JULY	570
AUGUST	539
SEPTEMBER	708
<b>TOTAL WALK-IN CLIENTS</b>	<b>1,817</b>

Prepared by:

*Aubrey Bodestyn*  
**Aubrey C. Bodestyn**  
 PMO I, PhilGEPS Customer Service  
 3 October 2022

AUGUST			
DATE	Buyer	Merchant	TOTAL
01-Aug-2022	2	24	107
02-Aug-2022	3	21	
03-Aug-2022	0	10	
04-Aug-2022	2	28	
05-Aug-2022	4	13	
08-Aug-2022	3	25	121
09-Aug-2022	0	25	
10-Aug-2022	4	23	
11-Aug-2022	4	15	
12-Aug-2022	4	18	
15-Aug-2022	6	28	117
16-Aug-2022	6	19	
17-Aug-2022	5	17	
18-Aug-2022	1	35	
19-Aug-2022	0	0	
22-Aug-2022	2	31	130
23-Aug-2022	1	19	
24-Aug-2022	0	0	
25-Aug-2022	3	43	
26-Aug-2022	6	25	
29-Aug-2022	0	0	64
30-Aug-2022	3	28	
31-Aug-2022	4	29	
<b>Grand Total:</b>	<b>63</b>	<b>476</b>	<b>539</b>

PERCENTAGE	
TOTAL BUYER	323
TOTAL MERCHANT	1,494
TOTAL NO. OF (Resolved Concerns/Walk-ins) x 100	100.00%

Reviewed by:

*Brian N. Gerona*  
**Brian N. Gerona**  
 PMO V, PhilGEPS Customer Service  
 3 October 2022

SEPTEMBER			
DATE	Buyer	Merchant	TOTAL
01-Sep-2022	3	20	47
02-Sep-2022	3	21	
05-Sep-2022	5	23	148
06-Sep-2022	1	25	
07-Sep-2022	1	28	
08-Sep-2022	9	18	
09-Sep-2022	2	36	
12-Sep-2022	5	26	148
13-Sep-2022	11	23	
14-Sep-2022	7	18	
15-Sep-2022	6	20	
16-Sep-2022	4	28	
19-Sep-2022	7	20	164
20-Sep-2022	7	21	
21-Sep-2022	10	21	
22-Sep-2022	2	27	
23-Sep-2022	26	23	
26-Sep-2022	0	0	201
27-Sep-2022	19	39	
28-Sep-2022	13	38	
29-Sep-2022	12	32	
30-Sep-2022	17	31	
<b>Grand Total:</b>	<b>170</b>	<b>538</b>	<b>708</b>

Approved by:

*Rosa Maria M. Clemente*  
**Rosa Maria M. Clemente**  
 Director IV, PhilGEPS Group  
 3 October 2022



**PHILGEPS-CUSTOMER SERVICE - WALK-IN ASSISTANCE**  
**FY 2022 FOURTH QUARTER**

OCTOBER			
DATE	Buyer	Merchant	TOTAL
03-Oct-2022	2	27	165
04-Oct-2022	6	22	
05-Oct-2022	11	29	
06-Oct-2022	8	31	
07-Oct-2022	7	22	
10-Oct-2022	15	32	196
11-Oct-2022	9	29	
12-Oct-2022	0	21	
13-Oct-2022	5	42	
14-Oct-2022	8	35	
17-Oct-2022	4	24	160
18-Oct-2022	12	19	
19-Oct-2022	3	28	
20-Oct-2022	13	24	
21-Oct-2022	9	24	
24-Oct-2022	7	24	161
25-Oct-2022	4	26	
26-Oct-2022	6	29	
27-Oct-2022	7	32	
28-Oct-2022	5	21	
31-Oct-2022	0	0	0
<b>Grand Total:</b>	<b>141</b>	<b>541</b>	<b>682</b>

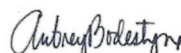
NOVEMBER			
DATE	Buyer	Merchant	TOTAL
01-Nov-2022	0	0	113
02-Nov-2022	11	18	
03-Nov-2022	10	34	
04-Nov-2022	14	26	
07-Nov-2022	1	30	
08-Nov-2022	1	28	166
09-Nov-2022	7	26	
10-Nov-2022	6	33	
11-Nov-2022	4	30	
14-Nov-2022	4	35	
15-Nov-2022	1	24	159
16-Nov-2022	5	30	
17-Nov-2022	6	27	
18-Nov-2022	10	17	
21-Nov-2022	10	21	
22-Nov-2022	6	30	152
23-Nov-2022	9	17	
24-Nov-2022	3	28	
25-Nov-2022	4	24	
28-Nov-2022	6	28	
29-Nov-2022	9	25	68
30-Nov-2022	0	0	
<b>Grand Total:</b>	<b>127</b>	<b>531</b>	<b>658</b>

DECEMBER			
DATE	Buyer	Merchant	TOTAL
01-Dec-2022	6	27	60
02-Dec-2022	4	23	
05-Dec-2022	5	30	135
06-Dec-2022	6	33	
07-Dec-2022	6	25	
08-Dec-2022	0	0	
09-Dec-2022	6	24	110
12-Dec-2022	6	13	
13-Dec-2022	4	21	
14-Dec-2022	5	21	
15-Dec-2022	6	15	
16-Dec-2022	3	16	94
19-Dec-2022	2	23	
20-Dec-2022	4	19	
21-Dec-2022	3	16	
22-Dec-2022	4	17	36
23-Dec-2022	0	6	
26-Dec-2022	0	0	
27-Dec-2022	3	9	
28-Dec-2022	6	11	
29-Dec-2022	1	6	
30-Dec-2022	0	0	
<b>Grand Total:</b>	<b>80</b>	<b>355</b>	<b>435</b>

TOTAL NUMBER OF WALK-IN CLIENTS PER MONTH	
OCTOBER	682
NOVEMBER	658
DECEMBER	435
<b>TOTAL WALK-IN CLIENTS</b>	<b>1,775</b>

PERCENTAGE	
TOTAL BUYER	348
TOTAL MERCHANT	1,427
TOTAL NO. OF (Resolved Concerns/Walk-ins) x 100	100.00%

Prepared by:

  
**Aubrey C. Bodestyne**  
 PMO I, PhilGEPS Customer Service  
 4 January 2023

Reviewed by:

  
**Brian N. Gerona**  
 PMO V, PhilGEPS Customer Service  
 4 January 2023

Approved by:

(RESIGNED)  
**Rosa Maria M. Clemente**  
 Director IV, PhilGEPS Group  
 4 January 2023



**INSPECTION DIVISION - ISSUANCE OF INSPECTION & CERTIFICATION OF ACCEPTANCE REPORT (ICAR)  
FY 2022 FIRST QUARTER**

JANUARY		
DATE	ICAR	RFI
03-Jan-2022	0	0
04-Jan-2022	0	0
05-Jan-2022	0	0
06-Jan-2022	0	0
07-Jan-2022	0	0
10-Jan-2022	0	0
11-Jan-2022	0	0
12-Jan-2022	0	0
13-Jan-2022	0	0
14-Jan-2022	0	0
17-Jan-2022	0	0
18-Jan-2022	0	0
19-Jan-2022	0	0
20-Jan-2022	0	0
21-Jan-2022	23	23
24-Jan-2022	43	43
25-Jan-2022	7	7
26-Jan-2022	25	25
27-Jan-2022	31	31
28-Jan-2022	20	20
31-Jan-2022	11	11
<b>Grand Total:</b>	<b>160</b>	<b>160</b>

FEBRUARY		
DATE	ICAR	RFI
02-Feb-2022	8	8
03-Feb-2022	2	2
04-Feb-2022	5	5
07-Feb-2022	2	2
08-Feb-2022	6	6
09-Feb-2022	8	8
10-Feb-2022	16	16
11-Feb-2022	6	6
14-Feb-2022	19	19
15-Feb-2022	21	21
16-Feb-2022	15	15
17-Feb-2022	17	17
18-Feb-2022	8	8
21-Feb-2022	15	15
22-Feb-2022	9	9
23-Feb-2022	14	14
24-Feb-2022	9	9
25-Feb-2022	0	0
28-Feb-2022	9	9
<b>Grand Total:</b>	<b>189</b>	<b>189</b>

MARCH		
DATE	ICAR	RFI
01-Mar-2022	11	11
02-Mar-2022	14	14
03-Mar-2022	10	10
04-Mar-2022	23	23
07-Mar-2022	12	12
08-Mar-2022	21	21
09-Mar-2022	24	24
10-Mar-2022	21	21
11-Mar-2022	17	17
14-Mar-2022	5	5
15-Mar-2022	9	9
16-Mar-2022	21	21
17-Mar-2022	7	7
18-Mar-2022	17	17
21-Mar-2022	6	6
22-Mar-2021	28	28
23-Mar-2021	12	12
24-Mar-2021	22	22
25-Mar-2021	5	5
28-Mar-2022	7	7
29-Mar-2021	5	5
30-Mar-2021	15	15
31-Mar-2021	13	13
<b>Grand Total:</b>	<b>325</b>	<b>325</b>

TOTAL NUMBER OF REQUEST FOR INSPECTION (RFI) WITH ICAR PER MONTH	
JANUARY	160
FEBRUARY	189
MARCH	325
<b>TOTAL RFI WITH ICAR</b>	<b>674</b>

TOTAL NUMBER OF ICAR ISSUED PER MONTH	
JANUARY	160
FEBRUARY	189
MARCH	325
<b>TOTAL ICAR ISSUED</b>	<b>674</b>

PERCENTAGE	
TOTAL RFI WITH ICAR	674
TOTAL ICAR ISSUED	674
<b>TOTAL NO. OF ICAR ISSUED/ TOTAL NO. OF RFI X 100</b>	<b>100%</b>

Prepared by:

Noralyn D. Salvador  
PMO IV, Inspection Division  
27 May 2022

Reviewed by:

Engr. Augusto M. Ylagan  
OIC-Chief, Inspection Division  
27 May 2022

Approved by:

Engr. Jaime M. Navarrete Jr.  
OIC-Director IV, Operations Group  
27 May 2022



**INSPECTION DIVISION - ISSUANCE OF INSPECTION & CERTIFICATION OF ACCEPTANCE REPORT (ICAR)  
FY 2022 SECOND QUARTER**

APRIL		
DATE	ICAR	RFI
01-Apr-2022	17	17
04-Apr-2022	0	0
05-Apr-2022	74	74
06-Apr-2022	19	19
07-Apr-2022	28	28
08-Apr-2022	34	34
11-Apr-2022	0	0
12-Apr-2022	41	41
13-Apr-2022	10	10
18-Apr-2022	0	0
19-Apr-2022	3	3
20-Apr-2022	32	32
21-Apr-2022	17	17
22-Apr-2022	7	7
25-Apr-2022	0	0
26-Apr-2022	6	6
27-Apr-2022	14	14
28-Apr-2022	23	23
29-Apr-2022	3	3
<b>Grand Total:</b>	<b>328</b>	<b>328</b>

MAY		
DATE	ICAR	RFI
02-May-2022	0	0
03-May-2022	0	0
04-May-2022	33	33
05-May-2022	30	30
06-May-2022	4	4
10-May-2022	13	13
11-May-2022	12	12
12-May-2022	20	20
13-May-2022	19	19
16-May-2022	0	0
17-May-2022	23	23
18-May-2022	44	44
19-May-2022	30	30
20-May-2022	24	24
23-May-2022	0	0
24-May-2022	9	9
25-May-2022	21	21
26-May-2022	64	64
27-May-2022	33	33
30-May-2022	0	0
31-May-2022	15	15
<b>Grand Total:</b>	<b>394</b>	<b>394</b>

JUNE		
DATE	ICAR	RFI
01-Jun-2022	16	16
02-Jun-2022	17	17
03-Jun-2022	47	47
06-Jun-2022	0	0
07-Jun-2022	22	22
08-Jun-2022	27	27
09-Jun-2022	24	24
10-Jun-2022	27	27
13-Jun-2022	18	18
14-Jun-2022	10	10
15-Jun-2022	28	28
16-Jun-2022	9	9
17-Jun-2022	16	16
20-Jun-2022	14	14
21-Jun-2022	14	14
22-Jun-2022	19	19
23-Jun-2022	27	27
24-Jun-2022	0	0
27-Jun-2022	12	12
28-Jun-2022	19	19
29-Jun-2022	41	41
30-Jun-2022	0	0
<b>Grand Total:</b>	<b>407</b>	<b>407</b>

TOTAL NUMBER OF REQUEST FOR INSPECTION	
APRIL	328
MAY	394
JUNE	407
<b>TOTAL RFI WITH ICAR</b>	<b>1129</b>

TOTAL NUMBER OF ICAR ISSUED PER MONTH	
APRIL	328
MAY	394
JUNE	407
<b>TOTAL ICAR ISSUED</b>	<b>1129</b>

PERCENTAGE	
TOTAL RFI WITH ICAR	1129
TOTAL ICAR ISSUED	1129
<b>TOTAL NO. OF ICAR ISSUED/ TOTAL NO. OF RFI X 100</b>	<b>100%</b>

Prepared by:

**Noralyn D. Salvador**  
PMO IV, Inspection Division  
29 June 2022

Reviewed by:

**Engr. Augusto M. Ylagan**  
OIC-Chief, Inspection Division  
29 June 2022

Approved by:

**Engr. Jaime M. Navarrete Jr.**  
OIC-Director IV, Operations Group  
29 June 2022



**INSPECTION DIVISION - ISSUANCE OF INSPECTION & CERTIFICATION OF ACCEPTANCE REPORT (ICAR)  
FY 2022 THIRD QUARTER**

JULY		
DATE	ICAR	RFI
01-Jul-2022	0	0
04-Jul-2022	0	0
05-Jul-2022	0	0
06-Jul-2022	0	0
07-Jul-2022	0	0
08-Jul-2022	0	0
11-Jul-2022	13	13
12-Jul-2022	37	37
13-Jul-2022	10	10
14-Jul-2022	2	2
15-Jul-2022	8	8
18-Jul-2022	5	5
19-Jul-2022	19	19
20-Jul-2022	11	11
21-Jul-2022	4	4
22-Jul-2022	5	5
25-Jul-2022	5	5
26-Jul-2022	7	7
27-Jul-2022	2	2
28-Jul-2022	0	0
29-Jul-2022	4	4
<b>Grand Total:</b>	<b>132</b>	<b>132</b>

AUGUST		
DATE	ICAR	RFI
01-Aug-2022	3	3
02-Aug-2022	1	1
03-Aug-2022	2	2
04-Aug-2022	13	13
05-Aug-2022	0	0
08-Aug-2022	5	5
09-Aug-2022	0	0
10-Aug-2022	1	1
11-Aug-2022	1	1
12-Aug-2022	2	2
15-Aug-2022	2	2
16-Aug-2022	2	2
17-Aug-2022	0	0
18-Aug-2022	0	0
19-Aug-2022	1	1
22-Aug-2022	2	2
23-Aug-2022	0	0
24-Aug-2022	0	0
25-Aug-2022	3	3
26-Aug-2022	18	18
29-Aug-2022	0	0
30-Aug-2022	16	16
31-Aug-2022	21	21
<b>Grand Total:</b>	<b>93</b>	<b>93</b>


SEPTEMBER		
DATE	ICAR	RFI
01-Sep-2022	15	15
02-Sep-2022	24	24
05-Sep-2022	9	9
06-Sep-2022	5	5
07-Sep-2022	6	6
08-Sep-2022	4	4
09-Sep-2022	1	1
12-Sep-2022	19	19
13-Sep-2022	13	13
14-Sep-2022	2	2
15-Sep-2022	14	14
16-Sep-2022	7	7
19-Sep-2022	3	3
20-Sep-2022	21	21
21-Sep-2022	4	4
22-Sep-2022	7	7
23-Sep-2022	6	6
26-Sep-2022	0	0
27-Sep-2022	9	9
28-Sep-2022	7	7
29-Sep-2022	0	0
30-Sep-2022	14	14
<b>Grand Total:</b>	<b>190</b>	<b>190</b>

TOTAL NUMBER OF REQUEST FOR INSPECTION	
JULY	132
AUGUST	93
SEPTEMBER	190
<b>TOTAL RFI WITH ICAR</b>	<b>415</b>

TOTAL NUMBER OF ICAR ISSUED PER MONTH	
JULY	132
AUGUST	93
SEPTEMBER	190
<b>TOTAL ICAR ISSUED</b>	<b>415</b>

PERCENTAGE	
TOTAL RFI WITH ICAR	<b>415</b>
TOTAL ICAR ISSUED	<b>415</b>
<b>TOTAL NO. OF ICAR ISSUED/ TOTAL NO. OF RFI X 100</b>	<b>100%</b>

Prepared by:

  
**Noralyn D. Salvador**  
PMO IV, Inspection Division  
4 October 2022

Reviewed by:

  
**Engr. Augusto M. Ylagan**  
OIC-Chief, Inspection Division

Approved by:

  
**Atty. Philip Josef T. Vera Cruz**  
Director IV, Operations Group



**INSPECTION DIVISION - ISSUANCE OF INSPECTION & CERTIFICATION OF ACCEPTANCE REPORT (ICAR)  
FY 2022 FOURTH QUARTER**

<b>OCTOBER</b>		
DATE	ICAR	RFI
03-Oct-2022	8	8
04-Oct-2022	4	4
05-Oct-2022	8	8
06-Oct-2022	6	6
07-Oct-2022	5	5
10-Oct-2022	2	2
11-Oct-2022	10	10
12-Oct-2022	6	6
13-Oct-2022	13	13
14-Oct-2022	11	11
17-Oct-2022	15	15
18-Oct-2022	13	13
19-Oct-2022	4	4
20-Oct-2022	6	6
21-Oct-2022	2	2
24-Oct-2022	3	3
25-Oct-2022	1	1
26-Oct-2022	4	4
27-Oct-2022	5	5
28-Oct-2022	3	3
31-Oct-2022	0	0
<b>Grand Total:</b>	<b>129</b>	<b>129</b>

<b>NOVEMBER</b>		
DATE	ICAR	RFI
01-Nov-2022	0	0
02-Nov-2022	0	0
03-Nov-2022	0	0
02-Nov-2022	4	4
03-Nov-2022	2	2
04-Nov-2022	2	2
07-Nov-2022	1	1
08-Nov-2022	4	4
09-Nov-2022	1	1
10-Nov-2022	9	9
11-Nov-2022	19	19
14-Nov-2022	3	3
15-Nov-2022	7	7
16-Nov-2022	6	6
17-Nov-2022	4	4
18-Nov-2022	2	2
21-Nov-2022	5	5
22-Nov-2022	3	3
23-Nov-2022	2	2
24-Nov-2022	8	8
25-Nov-2022	0	0
28-Nov-2022	2	2
29-Nov-2022	8	8
<b>Grand Total:</b>	<b>92</b>	<b>92</b>

<b>DECEMBER</b>		
DATE	ICAR	RFI
01-Dec-2022	1	1
02-Dec-2022	5	5
05-Dec-2022	2	2
06-Dec-2022	6	6
07-Dec-2022	11	11
08-Dec-2022	0	0
09-Dec-2022	3	3
12-Dec-2022	3	3
13-Dec-2022	7	7
14-Dec-2022	4	4
15-Dec-2022	4	4
16-Dec-2022	4	4
19-Dec-2022	12	12
20-Dec-2022	2	2
21-Dec-2022	4	4
22-Dec-2022	6	6
23-Dec-2022	0	0
27-Dec-2022	0	0
28-Dec-2022	0	0
29-Dec-2022	3	3
<b>Grand Total:</b>	<b>77</b>	<b>77</b>

<b>TOTAL NUMBER OF REQUEST FOR INSPECTION (RFI) WITH ICAR PER MONTH</b>	
OCTOBER	129
NOVEMBER	92
DECEMBER	77
<b>TOTAL RFI WITH ICAR</b>	<b>298</b>

<b>TOTAL NUMBER OF ICAR ISSUED PER MONTH</b>	
OCTOBER	129
NOVEMBER	92
DECEMBER	77
<b>TOTAL ICAR ISSUED</b>	<b>298</b>

<b>PERCENTAGE</b>	
TOTAL RFI WITH ICAR	<b>298</b>
TOTAL ICAR ISSUED	<b>298</b>
<b>TOTAL NO. OF ICAR ISSUED / TOTAL NO. OF RFI X 100</b>	<b>100%</b>

Prepared by:

**Noralyn D. Salvador**  
PMO IV, Inspection Division  
4 January 2023

Reviewed by:

**Engr. Augusto M. Ylagan**  
OIC-Chief, Inspection Division

Approved by:

**Atty. Philip Jose T. Vera Cruz**  
Director IV, Operations Group



**MARKETING AND SALES DIVISION - PROCESSING OF APR (WALK-IN CLIENT AND VIRTUAL STORE)**

**FY 2022 FIRST QUARTER**

JANUARY			
DATE	Manual	VS	TOTAL
3-Jan-2022	0	0	Year-end Inventory
4-Jan-2022	0	0	
5-Jan-2022	0	0	
6-Jan-2022	0	0	
7-Jan-2022	0	0	
10-Jan-2022	13	0	54
11-Jan-2022	8	0	
12-Jan-2022	10	3	
13-Jan-2022	12	3	
14-Jan-2022	5	0	222
17-Jan-2022	14	0	
18-Jan-2022	13	17	
19-Jan-2022	12	101	
20-Jan-2022	7	30	
21-Jan-2022	10	18	141
24-Jan-2022	6	19	
25-Jan-2022	5	30	
26-Jan-2022	3	26	
27-Jan-2022	2	25	
28-Jan-2022	6	19	
<b>Grand Total:</b>	<b>126</b>	<b>291</b>	<b>417</b>

FEBRUARY			
DATE	Manual	VS	TOTAL
2-Feb-2022	24	61	227
3-Feb-2022	10	56	
4-Feb-2022	14	62	
7-Feb-2022	9	15	246
8-Feb-2022	23	58	
9-Feb-2022	4	48	
10-Feb-2022	2	45	
11-Feb-2022	5	37	350
14-Feb-2022	5	33	
15-Feb-2022	21	47	
16-Feb-2022	11	88	
17-Feb-2022	8	78	
18-Feb-2022	4	55	289
22-Feb-2022	4	64	
23-Feb-2022	12	85	
24-Feb-2022	2	57	
25-Feb-2022	0	1	
28-Feb-2022	8	56	
<b>Grand Total:</b>	<b>166</b>	<b>946</b>	<b>1112</b>

MARCH			
DATE	Manual	VS	TOTAL
1-Mar-2022	8	47	254
2-Mar-2022	0	79	
3-Mar-2022	8	79	
4-Mar-2022	1	32	
7-Mar-2022	16	84	336
8-Mar-2022	0	61	
9-Mar-2022	4	54	
10-Mar-2022	3	62	
11-Mar-2022	4	48	403
14-Mar-2022	19	0	
15-Mar-2022	17	0	
16-Mar-2022	31	97	
17-Mar-2022	13	134	
18-Mar-2022	15	77	248
22-Mar-2022	1	91	
23-Mar-2022	2	53	
24-Mar-2022	3	34	
25-Mar-2022	4	60	
26-Mar-2022	0	0	
29-Mar-2022	4	63	211
30-Mar-2022	5	47	
31-Mar-2022	6	86	
<b>Grand Total:</b>	<b>164</b>	<b>1288</b>	<b>1452</b>

TOTAL NUMBER OF WALK-IN CLIENT AND VIRTUAL STORE PER MONTH	
FY 22 FIRST QUARTER	2981
<b>TOTAL</b>	<b>2981</b>

TRANSACTION		PERCENTAGE (%)
TOTAL MANUAL	456	15.30%
TOTAL VIRTUAL STORE	2525	84.70%

Prepared by:

Name **SANSIRI L. LLEGO**  
Designation **Marketing Staff**

Reviewed by:

Name **ROBERT H. HUMARANG**  
Designation **PMQ IV**

Approved by:

Name **LEAH M. CALDEZ**  
Designation **OIC, CHIEF - MSD**



**MARKETING AND SALES DIVISION - PROCESSING OF APR (WALK-IN CLIENT AND VIRTUAL STORE)  
FY 2022 SECOND QUARTER**

APRIL			
DATE	Manual	VS	TOTAL
1-Apr-2022	4	28	32
4-Apr-2022	0	29	403
5-Apr-2022	12	66	
6-Apr-2022	7	92	
7-Apr-2022	8	94	
8-Apr-2022	2	93	153
11-Apr-2022	0	4	
12-Apr-2022	25	60	
13-Apr-2022	1	63	354
18-Apr-2022	0	61	
19-Apr-2022	1	61	
20-Apr-2022	0	83	
21-Apr-2022	5	73	374
22-Apr-2022	6	64	
25-Apr-2022	0	74	
26-Apr-2022	2	73	
27-Apr-2022	11	59	374
28-Apr-2022	2	93	
29-Apr-2022	2	58	
<b>Grand Total:</b>	<b>88</b>	<b>1228</b>	<b>1316</b>

MAY			
DATE	Manual	VS	TOTAL
2-May-2022	0	31	249
3-May-2022	0	3	
4-May-2022	7	56	
5-May-2022	4	88	
6-May-2022	6	54	420
10-May-2022	3	100	
11-May-2022	4	52	
12-May-2022	0	168	
13-May-2022	22	71	449
16-May-2022	0	49	
17-May-2022	14	68	
18-May-2022	6	169	
19-May-2022	4	67	507
20-May-2022	4	68	
23-May-2022	0	145	
24-May-2022	12	92	
25-May-2022	6	85	72
26-May-2022	5	80	
27-May-2022	5	77	
30-May-2022	0	33	72
31-May-2022	0	39	
<b>Grand Total:</b>	<b>102</b>	<b>1595</b>	<b>1697</b>

JUNE			
DATE	Manual	VS	TOTAL
1/6/2022	3	37	119
2/6/2022	6	73	407
3/6/2022	3	73	
5/6/2022	0	3	
6/6/2022	0	63	
7/6/2022	6	80	350
8/6/2022	3	70	
9/6/2022	9	97	
10/6/2022	6	62	
11/6/2022	0	1	280
12/6/2022	0	1	
13/06/2022	3	50	
14/06/2022	2	57	
15/06/2022	7	69	280
16/06/2022	16	76	
17/06/2022	2	35	
18/06/2022	0	3	
20/06/2022	0	39	256
21/06/2022	4	54	
22/06/2022	4	64	
23/06/2022	12	63	
24/06/2022	0	20	256
27/06/2022	10	54	
28/06/2022	1	72	
29/06/2022	7	51	
30/06/2022	0	41	1412
<b>Grand Total:</b>	<b>104</b>	<b>1308</b>	<b>1412</b>

TOTAL NUMBER OF WALK-IN CLIENT AND VIRTUAL STORE PER MONTH	
FY 2022 SECOND QUARTER	4425
00-Jan-1900	
00-Jan-1900	
<b>TOTAL</b>	<b>4425</b>

TRANSACTION	PERCENTAGE (%)
TOTAL MANUAL	294
TOTAL VIRTUAL STORE	4131
	93.36

Prepared by:

Name: **SANSIRI L. LIEGO**  
Designation: **Marketing Staff**  
Date: **7/12/2022**

Reviewed by:

Name: **ROBERT H. HUMARANG**  
Designation: **PMO IV**  
Date: **7/12/2022**

Approved by:

Name: **LEAH M. VALDEZ**  
Designation: **OIC, CHIEF - MSD**  
Date: **7/14/2022**



**MARKETING AND SALES DIVISION - PROCESSING OF APR (WALK-IN CLIENT AND VIRTUAL STORE)**  
**FY 2022 THIRD QUARTER**

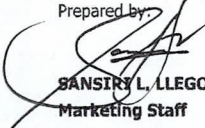
JULY			
DATE	Manual	VS	TOTAL
1-Jul-2022	1	0	1
4-Jul-2022	4	0	9
5-Jul-2022	5	0	
11-Jul-2022	0	145	
12-Jul-2022	2	82	485
13-Jul-2022	2	70	
14-Jul-2022	2	82	
15-Jul-2022	7	93	
18-Jul-2022	0	64	393
19-Jul-2022	5	94	
20-Jul-2022	8	88	
21-Jul-2022	10	67	
22-Jul-2022	3	54	331
24-Jul-2022	0	3	
25-Jul-2022	2	69	
26-Jul-2022	11	71	
27-Jul-2022	3	50	
28-Jul-2022	2	57	
29-Jul-2022	10	52	
30-Jul-2022	0	1	
<b>Grand Total:</b>	<b>77</b>	<b>1141</b>	<b>1219</b>


AUGUST			
DATE	Manual	VS	TOTAL
01-Aug-22	2	68	410
02-Aug-22	4	59	
03-Aug-22	7	72	
04-Aug-22	7	97	
05-Aug-22	3	79	
06-Aug-22	0	8	
07-Aug-22	0	4	370
08-Aug-22	3	72	
09-Aug-22	3	81	
10-Aug-22	1	65	
11-Aug-22	3	72	
12-Aug-22	17	47	248
13-Aug-22	0	6	
15-Aug-22	5	27	
16-Aug-22	3	54	
17-Aug-22	1	48	
18-Aug-22	1	66	187
19-Aug-22	2	40	
20-Aug-22	0	1	
22-Aug-22	6	39	
23-Aug-22	5	28	
24-Aug-22	0	3	105
25-Aug-22	4	47	
26-Aug-22	5	44	
27-Aug-22	0	2	
28-Aug-22	0	4	
29-Aug-22	0	4	
30-Aug-22	0	35	1320
31-Aug-22	0	66	
<b>Grand Total:</b>	<b>82</b>	<b>1238</b>	<b>1320</b>

SEPTEMBER			
DATE	Manual	VS	TOTAL
1-Sep-2022	4	79	189
2-Sep-2022	5	91	
3-Sep-2022	0	4	
4-Sep-2022	0	6	
5-Sep-2022	1	85	351
6-Sep-2022	1	81	
7-Sep-2022	0	67	
8-Sep-2022	1	62	
9-Sep-2022	5	43	
10-Sep-2022	0	4	280
11-Sep-2022	0	1	
12-Sep-2022	1	56	
13-Sep-2022	6	52	
14-Sep-2022	1	48	
15-Sep-2022	7	57	280
16-Sep-2022	10	41	
18-Sep-2022	0	1	
19-Sep-2022	2	36	
20-Sep-2022	4	46	
21-Sep-2022	0	53	144
22-Sep-2022	9	83	
23-Sep-2022	1	45	
24-Sep-2022	0	1	
26-Sep-2022	0	2	
27-Sep-2022	5	35	144
28-Sep-2022	7	45	
29-Sep-2022	2	37	
30-Sep-2022	5	6	1244
<b>Grand Total:</b>	<b>77</b>	<b>1167</b>	<b>1244</b>

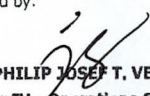
TOTAL NUMBER OF WALK-IN CLIENT AND VIRTUAL STORE PER MONTH	
FY 2022 THIRD QUARTER	3783
<b>TOTAL</b>	<b>3783</b>

TRANSACTION	PERCENTAGE (%)
TOTAL MANUAL	6.24%
TOTAL VIRTUAL STORE	93.74%

Prepared by:  
  
**SANSIR L. LLEO**  
 Marketing Staff

Reviewed by:  
  
**ROBERT H. HUMARANG**  
 PMO IV

Approved by:  
  
**LEAH M. VALDEZ**  
 OIC, CHIEF - MSD

Approved by:  
  
**ATTY. PHILIP JOSE T. VERA CRUZ**  
 Director IV - Operations Group



**MARKETING AND SALES DIVISION - PROCESSING OF APR (WALK-IN CLIENT AND VIRTUAL STORE)  
FY 2022 FOURTH QUARTER**

OCTOBER			
DATE	Manual	VS	TOTAL
2-Oct-2022	0	5	5
3-Oct-2022	0	58	58
4-Oct-2022	2	83	85
5-Oct-2022	0	93	93
6-Oct-2022	0	66	66
7-Oct-2022	2	35	37
8-Oct-2022	0	3	3
9-Oct-2022	0	2	2
10-Oct-2022	0	51	51
11-Oct-2022	3	73	76
12-Oct-2022	14	58	72
13-Oct-2022	7	55	62
14-Oct-2022	4	44	48
15-Oct-2022	0	1	1
17-Oct-2022	2	60	62
18-Oct-2022	1	61	62
19-Oct-2022	1	63	64
20-Oct-2022	2	72	74
21-Oct-2022	0	32	32
22-Oct-2022	0	1	1
24-Oct-2022	0	33	33
25-Oct-2022	0	51	51
26-Oct-2022	0	50	50
27-Oct-2022	0	36	36
28-Oct-2022	1	38	39
30-Oct-2022	0	2	2
31-Oct-2022	0	5	5
<b>Grand Total:</b>	<b>39</b>	<b>1131</b>	<b>1170</b>

NOVEMBER			
DATE	Manual	VS	TOTAL
01-Nov-22	0	1	1
02-Nov-22	2	17	19
03-Nov-22	6	46	52
04-Nov-22	0	44	44
05-Nov-22	0	3	3
06-Nov-22	0	1	1
07-Nov-22	0	49	49
08-Nov-22	0	57	57
09-Nov-22	0	57	57
10-Nov-22	0	43	43
11-Nov-22	0	31	31
12-Nov-22	0	4	4
13-Nov-22	0	2	2
14-Nov-22	0	28	28
15-Nov-22	0	30	30
16-Nov-22	1	44	45
17-Nov-22	0	33	33
18-Nov-22	2	45	47
21-Nov-22	1	29	30
22-Nov-22	0	45	45
23-Nov-22	1	31	32
24-Nov-22	3	39	42
25-Nov-22	2	37	39
28-Nov-22	18	8	26
29-Nov-22	2	30	32
30-Nov-22	0	4	4
<b>Grand Total:</b>	<b>38</b>	<b>758</b>	<b>796</b>

DECEMBER			
DATE	Manual	VS	TOTAL
1-Dec-2022	1	30	31
2-Dec-2022	1	19	20
4-Dec-2022	0	5	5
5-Dec-2022	0	32	32
6-Dec-2022	0	42	42
7-Dec-2022	0	43	43
8-Dec-2022	0	7	7
9-Dec-2022	0	40	40
10-Dec-2022	0	1	1
11-Dec-2022	0	5	5
12-Dec-2022	0	63	63
13-Dec-2022	1	63	64
14-Dec-2022	8	22	30
15-Dec-2022	6	4	10
16-Dec-2022	5	1	6
19-Dec-2022	6	0	6
20-Dec-2022	13	0	13
21-Dec-2022	13	0	13
23-Dec-2022	3	0	3
<b>Grand Total:</b>	<b>57</b>	<b>377</b>	<b>434</b>

TOTAL NUMBER OF WALK-IN CLIENT AND VIRTUAL STORE PER MONTH	
FY 2022 4th Quarter	2400
<b>TOTAL</b>	<b>2400</b>

TRANSACTION	PERCENTAGE (%)
TOTAL MANUAL	134 5.58%
TOTAL VIRTUAL STORE	2266 94.42%

Prepared by:

SANSIRI L. YUEGO  
Marketing Staff

Date: 01-10-23

Reviewed:

LEAH M. VALDEZ  
OIC, CHIEF MSD  
Date:

Approved by:

ATTY. PHILIP JOSEF T. VERA CRUZ  
Director IV - Operations Group  
Date: 11/12/23



**REGIONAL DEPOTS - PROCESSING OF APR (WALK-IN CLIENT)  
FY 2022 FIRST QUARTER**

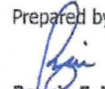
JANUARY	
DATE	NO. OF PROCESSED APRs
03-Jan-2022	11
04-Jan-2022	13
05-Jan-2022	8
06-Jan-2022	11
07-Jan-2022	11
10-Jan-2022	86
11-Jan-2022	44
12-Jan-2022	48
13-Jan-2022	54
14-Jan-2022	48
17-Jan-2022	80
18-Jan-2022	59
19-Jan-2022	114
20-Jan-2022	120
21-Jan-2022	91
24-Jan-2022	75
25-Jan-2022	118
26-Jan-2022	124
27-Jan-2022	113
28-Jan-2022	135
31-Jan-2022	96
<b>Grand Total:</b>	<b>1,459</b>

FEBRUARY	
DATE	NO. OF PROCESSED APRs
01-Feb-2022	0
02-Feb-2022	122
03-Feb-2022	100
04-Feb-2022	65
07-Feb-2022	84
08-Feb-2022	96
09-Feb-2022	123
10-Feb-2022	124
11-Feb-2022	87
14-Feb-2022	127
15-Feb-2022	135
16-Feb-2022	141
17-Feb-2022	109
18-Feb-2022	117
21-Feb-2022	178
22-Feb-2022	119
23-Feb-2022	223
24-Feb-2022	144
25-Feb-2022	
28-Feb-2022	87
<b>Grand Total:</b>	<b>2,181</b>


MARCH	
DATE	NO. OF PROCESSED APRs
01-Mar-2022	129
02-Mar-2022	141
03-Mar-2022	134
04-Mar-2022	141
07-Mar-2022	104
08-Mar-2022	115
09-Mar-2022	158
10-Mar-2022	95
11-Mar-2022	124
14-Mar-2022	89
15-Mar-2022	102
16-Mar-2022	132
17-Mar-2022	94
18-Mar-2022	129
21-Mar-2022	128
22-Mar-2022	142
23-Mar-2022	123
24-Mar-2022	121
25-Mar-2022	108
28-Mar-2022	122
29-Mar-2022	132
30-Mar-2022	167
31-Mar-2022	156
<b>Grand Total:</b>	<b>2,886</b>

TOTAL NUMBER OF WALK-IN CLIENT PER MONTH	
JANUARY	1,459
FEBRUARY	2,181
MARCH	2,886
<b>TOTAL</b>	<b>6,526</b>

Prepared by:

  
**Boycie F. Tarca**  
 PMO-in-Charge  
 Date: 27 May 2022

Reviewed and Approved by:

  
**Dave R. Valderrama**  
 OIC, Director, Regional Operations Group  
 Date: 27 May 2022



**REGIONAL DEPOTS - PROCESSING OF APR (WALK-IN CLIENT)  
FY 2022 SECOND QUARTER**


APRIL	
DATE	NO. OF PROCESSED APRs
01-Apr-2022	129
04-Apr-2022	39
05-Apr-2022	157
06-Apr-2022	180
07-Apr-2022	128
08-Apr-2022	123
11-Apr-2022	56
12-Apr-2022	193
13-Apr-2022	77
14-Apr-2022	0
15-Apr-2022	0
18-Apr-2022	41
19-Apr-2022	218
20-Apr-2022	144
21-Apr-2022	146
22-Apr-2022	125
25-Apr-2022	53
26-Apr-2022	204
27-Apr-2022	153
28-Apr-2022	151
29-Apr-2022	105
Grand Total:	2,422

MAY	
DATE	NO. OF PROCESSED APRs
02-May-2022	20
03-May-2022	0
04-May-2022	140
05-May-2022	109
06-May-2022	131
09-May-2022	0
10-May-2022	51
11-May-2022	127
12-May-2022	122
13-May-2022	166
16-May-2022	34
17-May-2022	171
18-May-2022	200
19-May-2022	168
20-May-2022	153
23-May-2022	28
24-May-2022	189
25-May-2022	200
26-May-2022	150
27-May-2022	126
30-May-2022	21
31-May-2022	179
Grand Total:	2,485

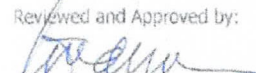
JUNE	
DATE	NO. OF PROCESSED APRs
01-Jun-2022	118
02-Jun-2022	103
03-Jun-2022	119
06-Jun-2022	30
07-Jun-2022	190
08-Jun-2022	125
09-Jun-2022	173
10-Jun-2022	125
13-Jun-2022	95
14-Jun-2022	150
15-Jun-2022	88
16-Jun-2022	188
17-Jun-2022	200
20-Jun-2022	126
21-Jun-2022	160
22-Jun-2022	140
23-Jun-2022	141
24-Jun-2022	115
27-Jun-2022	104
28-Jun-2022	137
29-Jun-2022	90
30-Jun-2022	102
Grand Total:	2,819

TOTAL NUMBER OF WALK-IN CLIENT PER MONTH	
APRIL	2,422
MAY	2,485
JUNE	2,819
<b>TOTAL</b>	<b>7,726</b>

Prepared by:

  
Boycie F. Tarca  
PMO-in-Charge  
Date: 06 July 2022

Reviewed and Approved by:

  
Dave Y. Valderrama  
QIC-Director, Regional Operations Group  
Date: 06 July 2022



**REGIONAL DEPOTS - PROCESSING OF APR (WALK-IN CLIENT)  
FY 2022 THIRD QUARTER**


JULY	
DATE	NO. OF PROCESSED APRs
01-Jul-2022	2
04-Jul-2022	16
05-Jul-2022	4
06-Jul-2022	4
07-Jul-2022	4
08-Jul-2022	4
11-Jul-2022	255
12-Jul-2022	257
13-Jul-2022	219
14-Jul-2022	216
15-Jul-2022	171
18-Jul-2022	143
19-Jul-2022	201
20-Jul-2022	160
21-Jul-2022	166
22-Jul-2022	193
25-Jul-2022	145
26-Jul-2022	152
27-Jul-2022	159
28-Jul-2022	176
29-Jul-2022	169
<b>Grand Total:</b>	<b>2,816</b>

AUGUST	
DATE	NO. OF PROCESSED APRs
01-Aug-2022	117
02-Aug-2022	115
03-Aug-2022	139
04-Aug-2022	133
05-Aug-2022	151
08-Aug-2022	135
09-Aug-2022	158
10-Aug-2022	135
11-Aug-2022	148
12-Aug-2022	125
15-Aug-2022	121
16-Aug-2022	159
17-Aug-2022	121
18-Aug-2022	112
19-Aug-2022	122
22-Aug-2022	77
23-Aug-2022	121
24-Aug-2022	131
25-Aug-2022	131
26-Aug-2022	154
29-Aug-2022	0
30-Aug-2022	119
31-Aug-2022	192
<b>Grand Total:</b>	<b>2,916</b>


SEPTEMBER	
DATE	NO. OF PROCESSED APRs
01-Sep-2022	133
02-Sep-2022	125
05-Sep-2022	133
06-Sep-2022	169
07-Sep-2022	146
08-Sep-2022	115
09-Sep-2022	165
12-Sep-2022	144
13-Sep-2022	131
14-Sep-2022	160
15-Sep-2022	157
16-Sep-2022	180
19-Sep-2022	141
20-Sep-2022	134
21-Sep-2022	171
22-Sep-2022	126
23-Sep-2022	132
26-Sep-2022	71
27-Sep-2022	164
28-Sep-2022	128
29-Sep-2022	115
30-Sep-2022	106
<b>Grand Total:</b>	<b>3,046</b>

TOTAL NUMBER OF WALK-IN CLIENT PER MONTH	
JULY	2,816
AUGUST	2,916
SEPTEMBER	3,046
<b>TOTAL</b>	<b>8,778</b>

Prepared by:

  
**Boydie F. Tarca**  
 PMO in-Charge  
 Date: 07 October 2022

Reviewed and Approved by:

  
**Dave Y. Valderrama**  
 OCC Director, Regional Operations Group  
 Date: 07 October 2022



**REGIONAL DEPOTS - PROCESSING OF APR (WALK-IN CLIENT)  
FY 2022 FOURTH QUARTER**


OCTOBER	
DATE	NO. OF PROCESSED APRs
03-Oct-2022	93
04-Oct-2022	158
05-Oct-2022	142
06-Oct-2022	167
07-Oct-2022	139
10-Oct-2022	114
11-Oct-2022	160
12-Oct-2022	122
13-Oct-2022	138
14-Oct-2022	162
17-Oct-2022	108
18-Oct-2022	158
19-Oct-2022	194
20-Oct-2022	133
21-Oct-2022	171
24-Oct-2022	119
25-Oct-2022	170
26-Oct-2022	188
27-Oct-2022	132
28-Oct-2022	117
31-Oct-2022	0
Grand Total:	2,885

NOVEMBER	
DATE	NO. OF PROCESSED APRs
01-Nov-2022	0
02-Nov-2022	67
03-Nov-2022	142
04-Nov-2022	141
07-Nov-2022	92
08-Nov-2022	104
09-Nov-2022	116
10-Nov-2022	116
11-Nov-2022	155
14-Nov-2022	133
15-Nov-2022	139
16-Nov-2022	132
17-Nov-2022	163
18-Nov-2022	139
21-Nov-2022	129
22-Nov-2022	146
23-Nov-2022	148
24-Nov-2022	149
25-Nov-2022	141
28-Nov-2022	102
29-Nov-2022	136
30-Nov-2022	10
Grand Total:	2,600

DECEMBER	
DATE	NO. OF PROCESSED APRs
01-Dec-2022	146
02-Dec-2022	120
05-Dec-2022	127
06-Dec-2022	137
07-Dec-2022	116
08-Dec-2022	53
09-Dec-2022	147
12-Dec-2022	114
13-Dec-2022	163
14-Dec-2022	132
15-Dec-2022	110
16-Dec-2022	99
19-Dec-2022	81
20-Dec-2022	105
21-Dec-2022	150
22-Dec-2022	65
23-Dec-2022	45
26-Dec-2022	0
27-Dec-2022	0
28-Dec-2022	0
29-Dec-2022	5
30-Dec-2022	0
Grand Total:	1,915

TOTAL NUMBER OF WALK-IN CLIENT PER MONTH	
OCTOBER	2,661
NOVEMBER	2,498
DECEMBER	1,733
<b>TOTAL</b>	<b>6,892</b>

Prepared by:

  
**Boyce F. Tarca**  
 PMO in-Charge  
 Date: 06 January 2023

Reviewed and Approved by:

  
**Dave Y. Valderrama**  
 OIC-Director, Regional Operations Group  
 Date: 06 January 2023



## PhilGEPS - Customer Service - Customer Satisfaction Survey FY 2022 - 1st Quarter Report

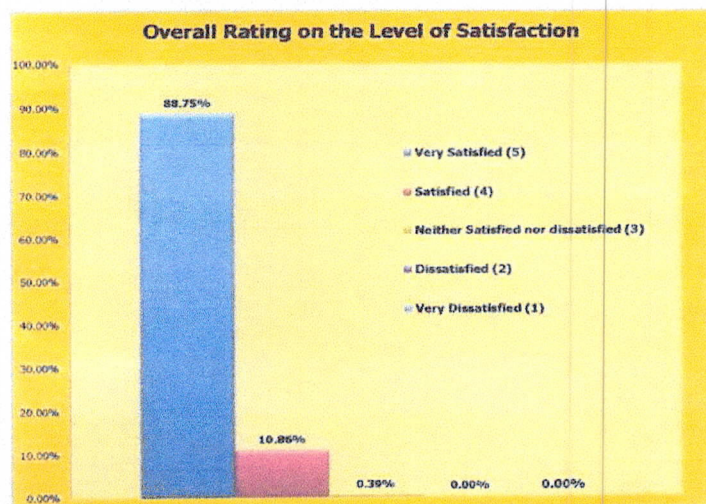
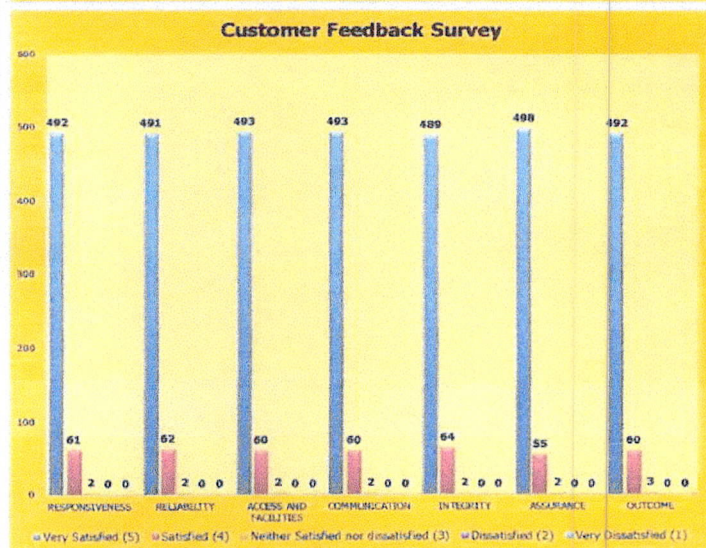
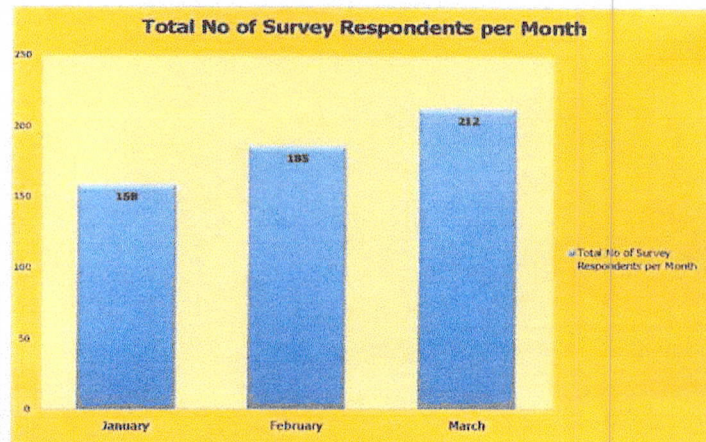
Total No of Survey Respondents per Month	
January	158
February	185
March	212
<b>No of Survey Respondents</b>	<b>555</b>

SERVICE QUALITY DIMENSIONS	Number of Respondents Per Rating					TOTAL
	Very Satisfied (5)	Satisfied (4)	Neither Satisfied nor dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	
RESPONSIVENESS	492	61	2	0	0	555
RELIABILITY	491	62	2	0	0	555
ACCESS AND FACILITIES	493	60	2	0	0	555
COMMUNICATION	493	60	2	0	0	555
INTEGRITY	489	64	2	0	0	555
ASSURANCE	498	55	2	0	0	555
OUTCOME	492	60	3	0	0	555
<b>TOTAL</b>	<b>3448</b>	<b>422</b>	<b>15</b>	<b>0</b>	<b>0</b>	<b>3885</b>

SERVICE QUALITY DIMENSIONS	Number of Respondents Per Rating					TOTAL
	Very Satisfied (5)	Satisfied (4)	Neither Satisfied nor dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	
RESPONSIVENESS	88.65%	10.99%	0.36%	0.00%	0.00%	100%
RELIABILITY	88.47%	11.17%	0.36%	0.00%	0.00%	100%
ACCESS AND FACILITIES	88.83%	10.81%	0.36%	0.00%	0.00%	100%
COMMUNICATION	88.83%	10.81%	0.36%	0.00%	0.00%	100%
INTEGRITY	88.11%	11.53%	0.36%	0.00%	0.00%	100%
ASSURANCE	89.73%	9.91%	0.36%	0.00%	0.00%	100%
OUTCOME	88.65%	10.81%	0.54%	0.00%	0.00%	100%
<b>PERCENTAGE</b>	<b>88.75%</b>	<b>10.86%</b>	<b>0.39%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>100.00%</b>

### Comments/Suggestions/Complaints/Compliments:

- Please refer to the attached consolidated Comments/ Suggestions/ Complaints/ Compliments



Prepared by:

*Rhealyn T. Valdez*  
**Rhealyn T. Valdez**  
 Date: April 4, 2022

Checked and Verified by:

*Maria Joana Victoria L. Maglay*  
**Maria Joana Victoria L. Maglay**  
 Date: 4/4/2022

Noted by Immediate Supervisor/Division Chief:

*Brian N. Gerona*  
**Brian N. Gerona**  
 Date: 4/4/2022



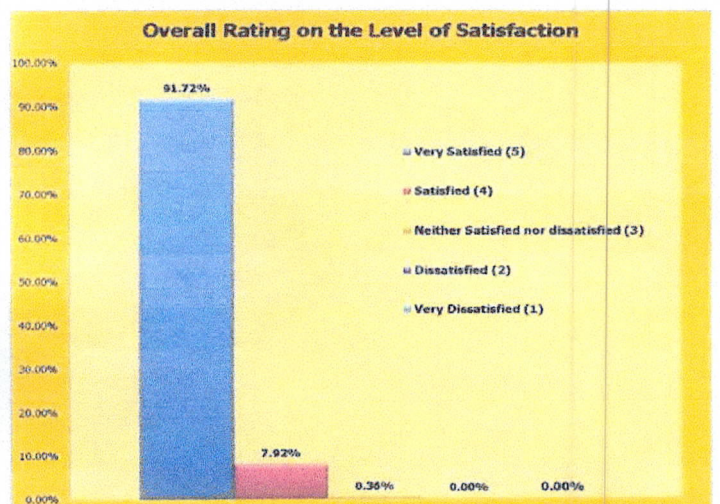
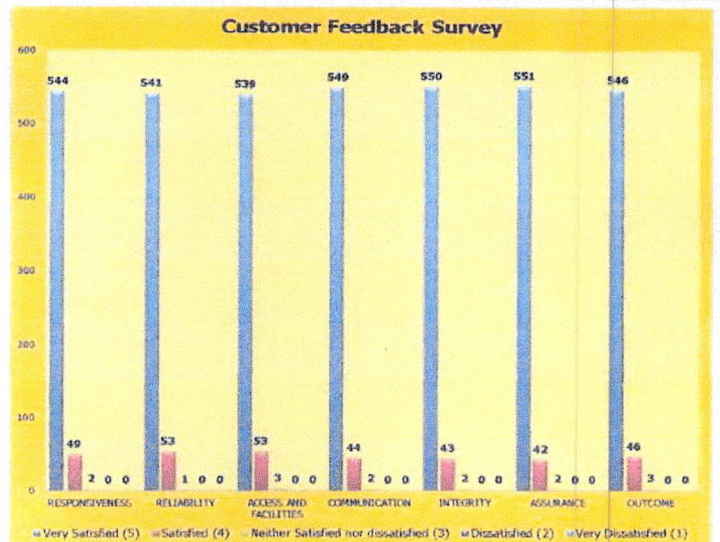
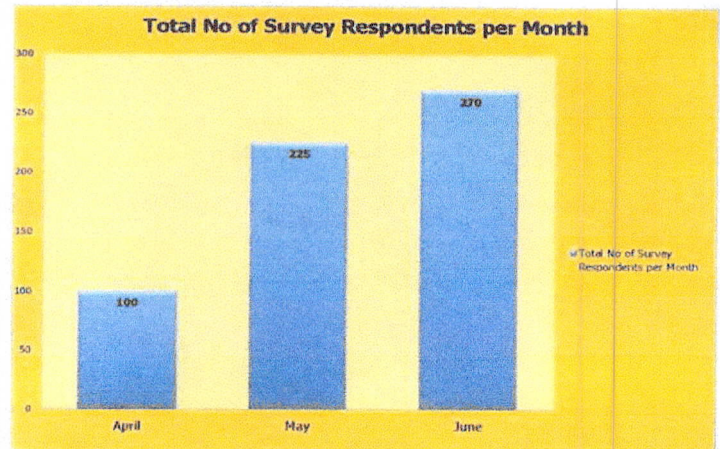
## PhilGEPS - Customer Service - Customer Satisfaction Survey FY 2022 - 2nd Quarter Report

Total No of Survey Respondents per Month	
April	100
May	225
June	270
<b>No of Survey Respondents</b>	<b>595</b>

SERVICE QUALITY DIMENSIONS	Number of Respondents Per Rating					TOTAL
	Very Satisfied (5)	Satisfied (4)	Neither Satisfied nor dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	
RESPONSIVENESS	544	49	2	0	0	595
RELIABILITY	541	53	1	0	0	595
ACCESS AND FACILITIES	539	53	3	0	0	595
COMMUNICATION	549	44	2	0	0	595
INTEGRITY	550	43	2	0	0	595
ASSURANCE	551	42	2	0	0	595
OUTCOME	546	46	3	0	0	595
<b>TOTAL</b>	<b>3820</b>	<b>330</b>	<b>15</b>	<b>0</b>	<b>0</b>	<b>4165</b>

SERVICE QUALITY DIMENSIONS	Number of Respondents Per Rating					TOTAL
	Very Satisfied (5)	Satisfied (4)	Neither Satisfied nor dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	
RESPONSIVENESS	91.43%	8.24%	0.34%	0.00%	0.00%	100%
RELIABILITY	90.92%	8.91%	0.17%	0.00%	0.00%	100%
ACCESS AND FACILITIES	90.59%	8.91%	0.50%	0.00%	0.00%	100%
COMMUNICATION	92.27%	7.39%	0.34%	0.00%	0.00%	100%
INTEGRITY	92.44%	7.23%	0.34%	0.00%	0.00%	100%
ASSURANCE	92.61%	7.06%	0.34%	0.00%	0.00%	100%
OUTCOME	91.76%	7.73%	0.50%	0.00%	0.00%	100%
<b>PERCENTAGE</b>	<b>91.72%</b>	<b>7.92%</b>	<b>0.36%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>100.00%</b>

Comments/Suggestions/Complaints/Compliments:
• Please refer to the attached consolidated Comments/ Suggestions/ Complaints/ Compliments



Prepared by:

*Rhealyn T. Waldez*  
**Rhealyn T. Waldez**  
 Date: **JULY 5, 2022**

Checked and Verified by:

*Maria Joana Victoria L. Maglay*  
**Maria Joana Victoria L. Maglay**  
 Date: **JULY 5, 2022**

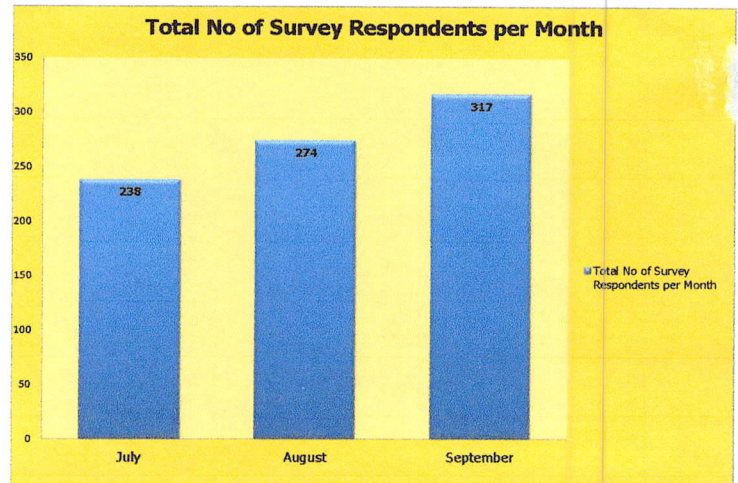
Noted by Immediate Supervisor/Division Chief:

*Brian N. Gerona*  
**Brian N. Gerona**  
 Date: **7/5/2022**

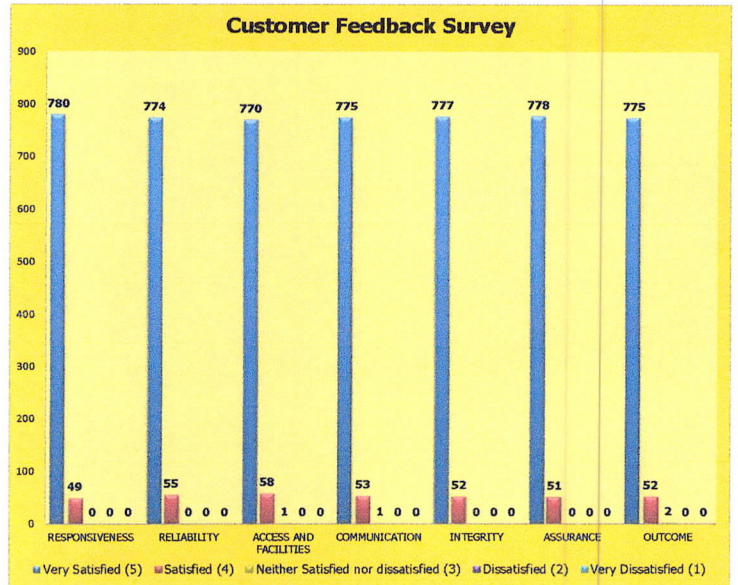


# PhilGEPS - Customer Service - Customer Satisfaction Survey FY 2022 - 3rd Quarter Report

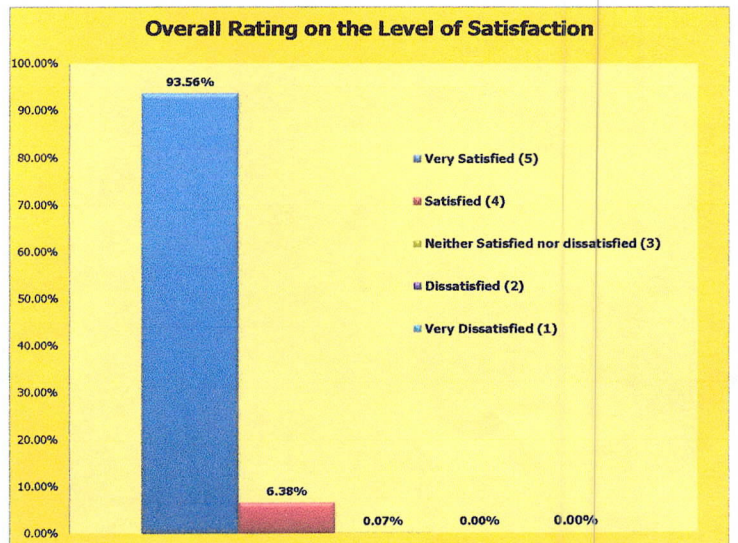
Total No of Survey Respondents per Month	
July	238
August	274
September	317
<b>No of Survey Respondents</b>	<b>829</b>



SERVICE QUALITY DIMENSIONS	Number of Respondents Per Rating					TOTAL
	Very Satisfied (5)	Satisfied (4)	Neither Satisfied nor dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	
RESPONSIVENESS	780	49	0	0	0	829
RELIABILITY	774	55	0	0	0	829
ACCESS AND FACILITIES	770	58	1	0	0	829
COMMUNICATION	775	53	1	0	0	829
INTEGRITY	777	52	0	0	0	829
ASSURANCE	778	51	0	0	0	829
OUTCOME	775	52	2	0	0	829
<b>TOTAL</b>	<b>5429</b>	<b>370</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>5803</b>



SERVICE QUALITY DIMENSIONS	Number of Respondents Per Rating					TOTAL
	Very Satisfied (5)	Satisfied (4)	Neither Satisfied nor dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	
RESPONSIVENESS	94.09%	5.91%	0.00%	0.00%	0.00%	100%
RELIABILITY	93.37%	6.63%	0.00%	0.00%	0.00%	100%
ACCESS AND FACILITIES	92.88%	7.00%	0.12%	0.00%	0.00%	100%
COMMUNICATION	93.49%	6.39%	0.12%	0.00%	0.00%	100%
INTEGRITY	93.73%	6.27%	0.00%	0.00%	0.00%	100%
ASSURANCE	93.85%	6.15%	0.00%	0.00%	0.00%	100%
OUTCOME	93.49%	6.27%	0.24%	0.00%	0.00%	100%
<b>PERCENTAGE</b>	<b>93.56%</b>	<b>6.38%</b>	<b>0.07%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>100.00%</b>



Comments/Suggestions/Complaints/Compliments:
• Please refer to the attached consolidated Comments/ Suggestions/ Complaints/ Compliments

Prepared by:

*Rhealyn T. Valdez*  
**Rhealyn T. Valdez**  
 Date: Oct 4, 2022

Checked and Verified by:

*Maria Joana Victoria L. Maglay*  
**Maria Joana Victoria L. Maglay**  
 Date: 10/4/2022

Noted by Immediate Supervisor/Division Chief:

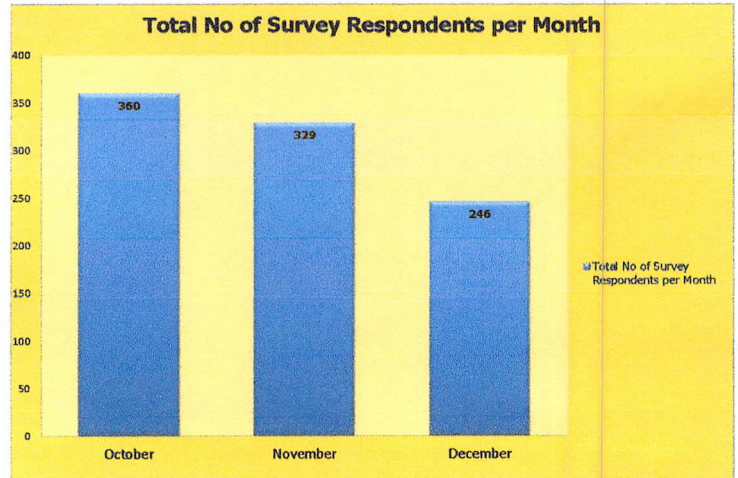
*Brian N. Gerona*  
**Brian N. Gerona**  
 Date: 04 October 2022



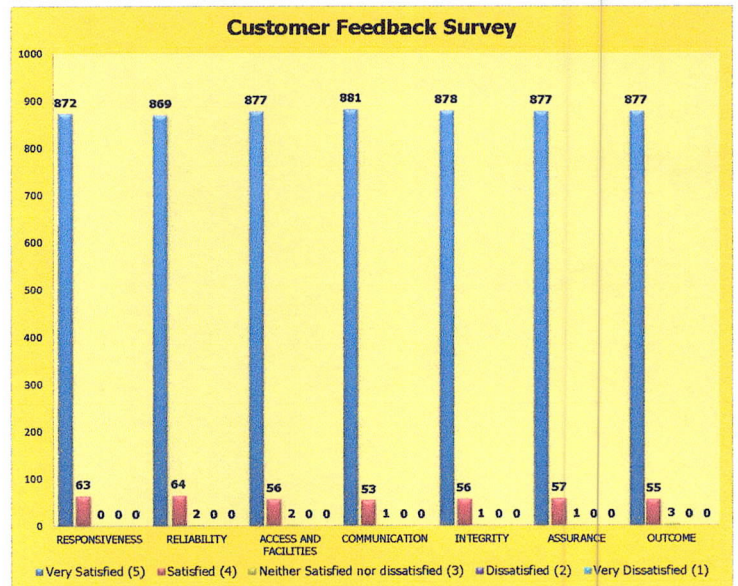
# PhilGEPS - Customer Service - Customer Satisfaction Survey

## FY 2022 - 4th Quarter Report

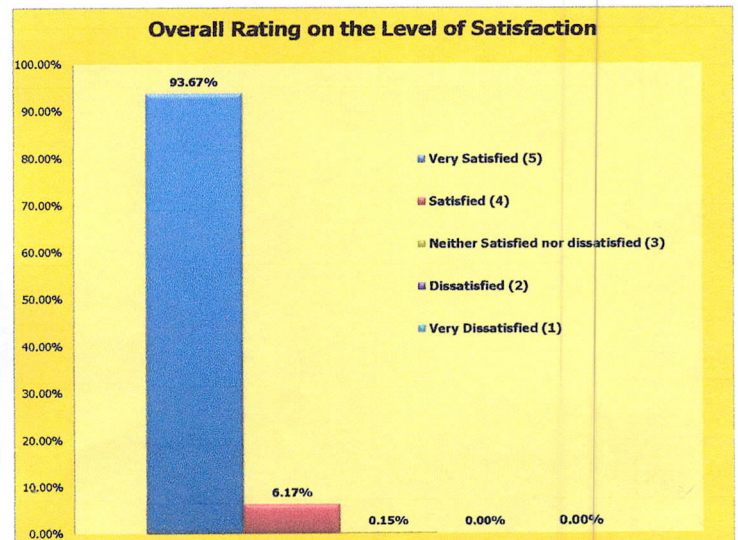
Total No of Survey Respondents per Month	
October	360
November	329
December	246
<b>No of Survey Respondents</b>	<b>935</b>



SERVICE QUALITY DIMENSIONS	Number of Respondents Per Rating					TOTAL
	Very Satisfied (5)	Satisfied (4)	Neither Satisfied nor dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	
RESPONSIVENESS	872	63	0	0	0	935
RELIABILITY	869	64	2	0	0	935
ACCESS AND FACILITIES	877	56	2	0	0	935
COMMUNICATION	881	53	1	0	0	935
INTEGRITY	878	56	1	0	0	935
ASSURANCE	877	57	1	0	0	935
OUTCOME	877	55	3	0	0	935
<b>TOTAL</b>	<b>6131</b>	<b>404</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>6545</b>



SERVICE QUALITY DIMENSIONS	Number of Respondents Per Rating					TOTAL
	Very Satisfied (5)	Satisfied (4)	Neither Satisfied nor dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	
RESPONSIVENESS	93.26%	6.74%	0.00%	0.00%	0.00%	100%
RELIABILITY	92.94%	6.84%	0.21%	0.00%	0.00%	100%
ACCESS AND FACILITIES	93.80%	5.99%	0.21%	0.00%	0.00%	100%
COMMUNICATION	94.22%	5.67%	0.11%	0.00%	0.00%	100%
INTEGRITY	93.90%	5.99%	0.11%	0.00%	0.00%	100%
ASSURANCE	93.80%	6.10%	0.11%	0.00%	0.00%	100%
OUTCOME	93.80%	5.88%	0.32%	0.00%	0.00%	100%
<b>PERCENTAGE</b>	<b>93.67%</b>	<b>6.17%</b>	<b>0.15%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>100.00%</b>



Comments/Suggestions/Complaints/Compliments:
• Please refer to the attached consolidated Comments/ Suggestions/ Complaints/ Compliments

Prepared by:

*Rhealyn T. Valdez*  
**Rhealyn T. Valdez**  
 Date: Jan 3, 2023

Checked and Verified by:

*Maria Joana Victoria L. Maglay*  
**Maria Joana Victoria L. Maglay**  
 Date: Jan 3, 2023

Noted by Immediate Supervisor/Division Chief:

*Brian N. Gerona*  
**Brian N. Gerona**  
 Date: 03 Jan 2023



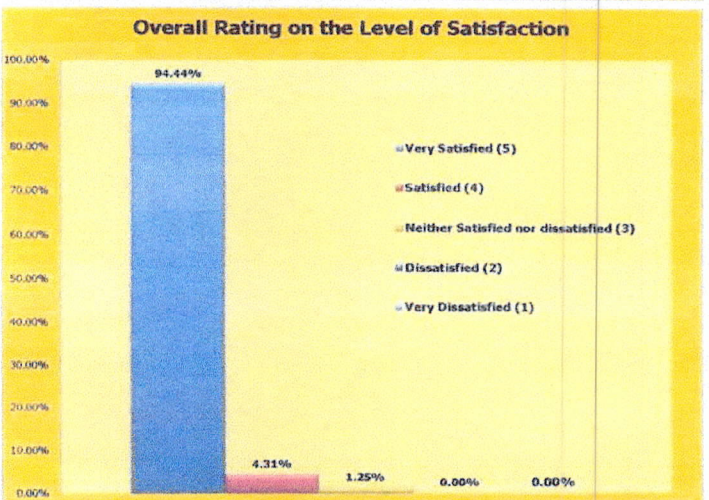
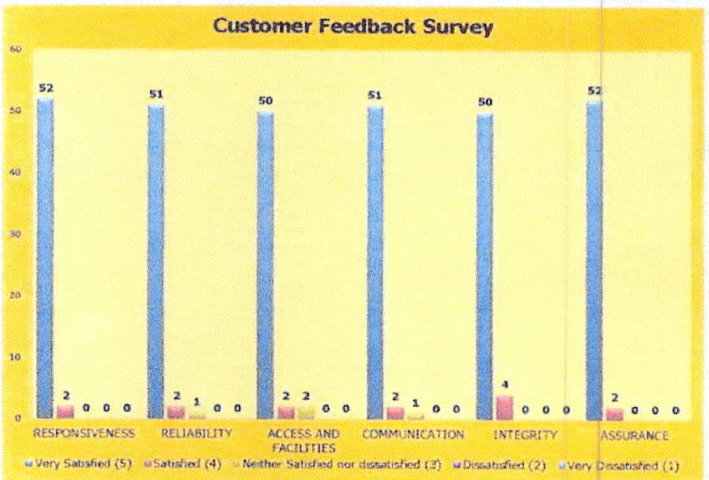
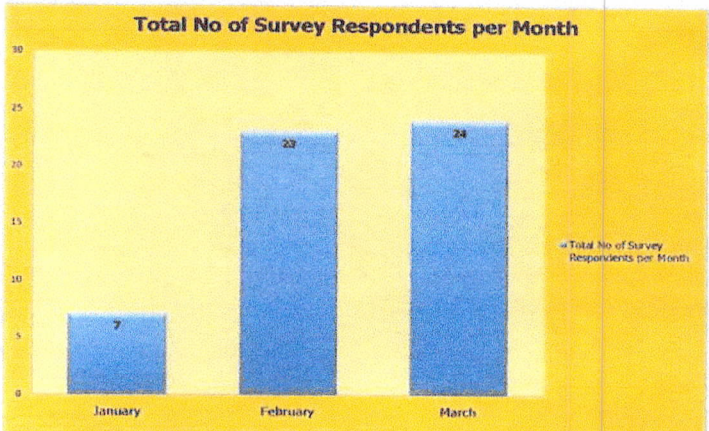
## Inspection Division - Customer Satisfaction Survey FY 2022 - 1st Quarter Report

Total No of Survey Respondents per Month	
January	7
February	23
March	24
<b>No of Survey Respondents</b>	<b>54</b>

SERVICE QUALITY DIMENSIONS	Number of Respondents Per Rating					TOTAL
	Very Satisfied (5)	Satisfied (4)	Neither Satisfied nor dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	
RESPONSIVENESS	52	2	0	0	0	54
RELIABILITY	51	2	1	0	0	54
ACCESS AND FACILITIES	50	2	2	0	0	54
COMMUNICATION	51	2	1	0	0	54
INTEGRITY	50	4	0	0	0	54
ASSURANCE	52	2	0	0	0	54
OUTCOME	51	2	1	0	0	54
<b>TOTAL</b>	<b>357</b>	<b>16</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>378</b>

SERVICE QUALITY DIMENSIONS	Percentage of Respondents Per Rating					TOTAL
	Very Satisfied (5)	Satisfied (4)	Neither Satisfied nor dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	
RESPONSIVENESS	96.30%	3.70%	0.00%	0.00%	0.00%	100%
RELIABILITY	94.44%	3.70%	1.85%	0.00%	0.00%	100%
ACCESS AND FACILITIES	92.59%	3.70%	3.70%	0.00%	0.00%	100%
COMMUNICATION	94.44%	3.70%	1.85%	0.00%	0.00%	100%
INTEGRITY	92.59%	7.41%	0.00%	0.00%	0.00%	100%
ASSURANCE	96.30%	3.70%	0.00%	0.00%	0.00%	100%
OUTCOME	94.44%	4.23%	1.32%	0.00%	0.00%	100%
<b>PERCENTAGE</b>	<b>94.44%</b>	<b>4.31%</b>	<b>1.25%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>100.00%</b>

Comments/Suggestions/Complaints/Compliments:
<ul style="list-style-type: none"> <li>All is well</li> <li>accommodating and professional</li> <li>Commending Sir Mervin's consistent professionalism.</li> <li>Need to post water dispenser</li> <li>Please post water dispenser</li> <li>No suggestion very fast transaction</li> <li>Very fast transaction</li> <li>very accommodating and easy to approach</li> <li>Very Responsive to concern</li> </ul>



Prepared by:

*Rhealyn T. Valdez*  
**Rhealyn T. Valdez**  
 Date: April 4, 2022

Checked and Verified by:

*Maria Joana Victoria L. Maglay*  
**Maria Joana Victoria L. Maglay**  
 Date: 4/4/2022

Noted by Immediate Supervisor/Division Chief:

*Engr. Augusto M. Ylagan*  
**Engr. Augusto M. Ylagan**  
 Date: 4/4/22



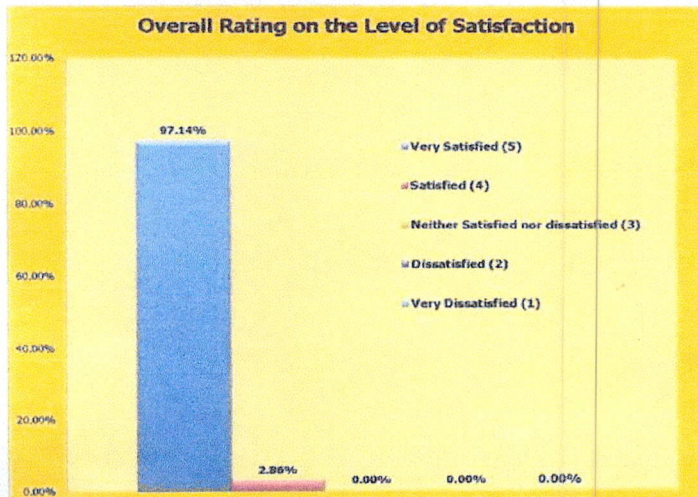
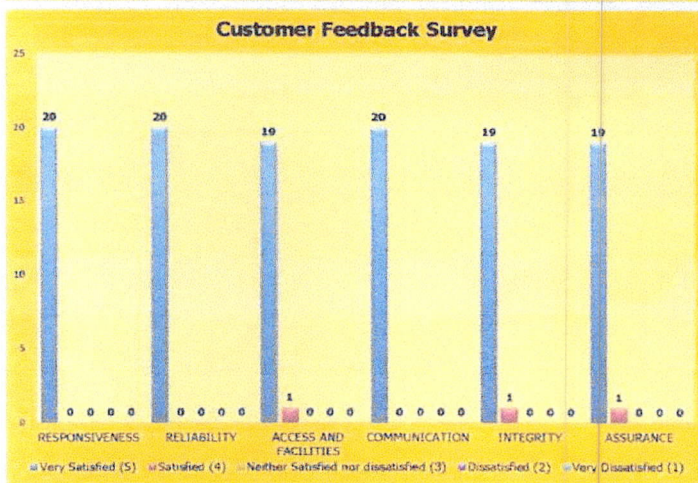
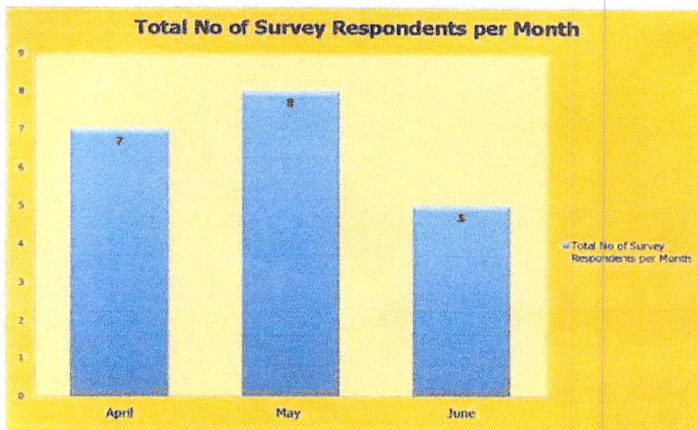
## Inspection Division - Customer Satisfaction Survey FY 2022 - 2nd Quarter Report

Total No of Survey Respondents per Month	
April	7
May	8
June	5
<b>No of Survey Respondents</b>	<b>20</b>

SERVICE QUALITY DIMENSIONS	Number of Respondents Per Rating					TOTAL
	Very Satisfied (5)	Satisfied (4)	Neither Satisfied nor dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	
RESPONSIVENESS	20	0	0	0	0	20
RELIABILITY	20	0	0	0	0	20
ACCESS AND FACILITIES	19	1	0	0	0	20
COMMUNICATION	20	0	0	0	0	20
INTEGRITY	19	1	0	0	0	20
ASSURANCE	19	1	0	0	0	20
OUTCOME	19	1	0	0	0	20
<b>TOTAL</b>	<b>136</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>140</b>

SERVICE QUALITY DIMENSIONS	Percentage of Respondents Per Rating					TOTAL
	Very Satisfied (5)	Satisfied (4)	Neither Satisfied nor dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	
RESPONSIVENESS	100.00%	0.00%	0.00%	0.00%	0.00%	100%
RELIABILITY	100.00%	0.00%	0.00%	0.00%	0.00%	100%
ACCESS AND FACILITIES	95.00%	5.00%	0.00%	0.00%	0.00%	100%
COMMUNICATION	100.00%	0.00%	0.00%	0.00%	0.00%	100%
INTEGRITY	95.00%	5.00%	0.00%	0.00%	0.00%	100%
ASSURANCE	95.00%	5.00%	0.00%	0.00%	0.00%	100%
OUTCOME	95.00%	5.00%	0.00%	0.00%	0.00%	100%
<b>PERCENTAGE</b>	<b>97.14%</b>	<b>2.86%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>100.00%</b>

Comments/Suggestions/Complaints/Compliments:
• Very accommodating



Prepared by:

*R. Valdez*  
Rhealyn T. Valdez  
Date: July 6, 2022

Checked and Verified by:

*M. Maglay*  
Maria Joana Victoria L. Maglay  
Date: July 6, 2022

Noted by Immediate Supervisor/Division Chief:

*A. Ylagan*  
Engr. Augusto M. Ylagan  
Date: July 6, 2022

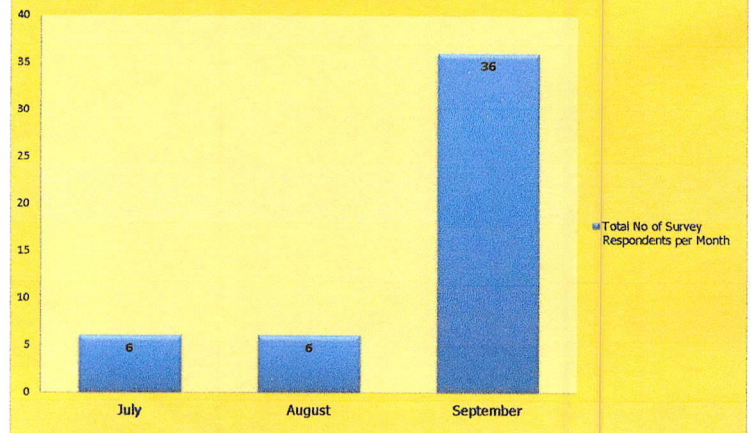


# Inspection Division - Customer Satisfaction Survey FY 2022 - 3rd Quarter Report

**Total No of Survey Respondents per Month**

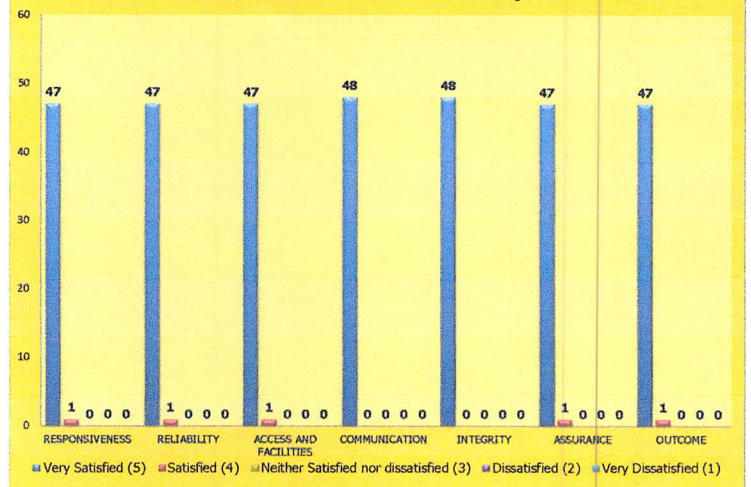
July	6
August	6
September	36
<b>No of Survey Respondents</b>	<b>48</b>

**Total No of Survey Respondents per Month**



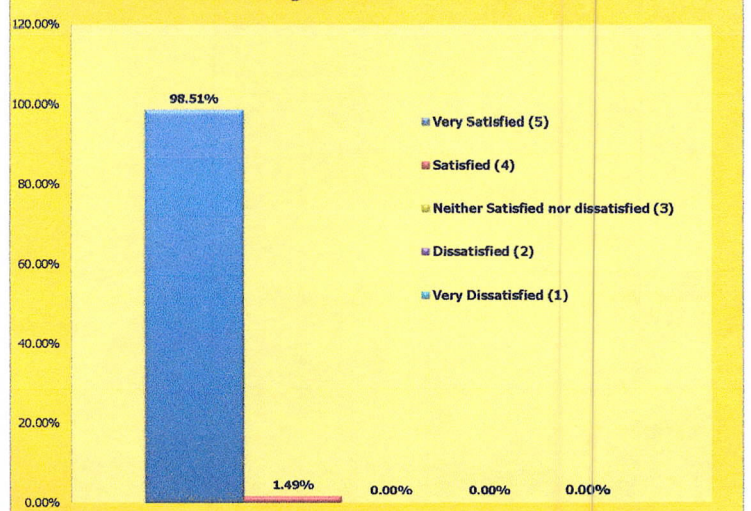
SERVICE QUALITY DIMENSIONS	Number of Respondents Per Rating					TOTAL
	Very Satisfied (5)	Satisfied (4)	Neither Satisfied nor dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	
RESPONSIVENESS	47	1	0	0	0	48
RELIABILITY	47	1	0	0	0	48
ACCESS AND FACILITIES	47	1	0	0	0	48
COMMUNICATION	48	0	0	0	0	48
INTEGRITY	48	0	0	0	0	48
ASSURANCE	47	1	0	0	0	48
OUTCOME	47	1	0	0	0	48
<b>TOTAL</b>	<b>331</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>336</b>

**Customer Feedback Survey**



SERVICE QUALITY DIMENSIONS	Percentage of Respondents Per Rating					TOTAL
	Very Satisfied (5)	Satisfied (4)	Neither Satisfied nor dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	
RESPONSIVENESS	97.92%	2.08%	0.00%	0.00%	0.00%	100%
RELIABILITY	97.92%	2.08%	0.00%	0.00%	0.00%	100%
ACCESS AND FACILITIES	97.92%	2.08%	0.00%	0.00%	0.00%	100%
COMMUNICATION	100.00%	0.00%	0.00%	0.00%	0.00%	100%
INTEGRITY	100.00%	0.00%	0.00%	0.00%	0.00%	100%
ASSURANCE	97.92%	2.08%	0.00%	0.00%	0.00%	100%
OUTCOME	97.92%	2.08%	0.00%	0.00%	0.00%	100%
<b>PERCENTAGE</b>	<b>98.51%</b>	<b>1.49%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>100.00%</b>

**Overall Rating on the Level of Satisfaction**



**Comments/Suggestions/Complaints/Compliments:**

- THANK YOU FOR THE ASSISTANCE
- Very Accommodating
- Very accommodating
- HOPEFULLY THERE WOULD BE A LANDLINE AGAIN FOR THE OTHER DEPARTMENT TO COMMUNICATE WITH
- Very Satisfied fast transaction

Prepared by:

*Rhealyn T. Valdez*  
Rhealyn T. Valdez  
Date: Oct 3, 2022

Checked and Verified by:

*Maria Joana Victoria L. Maglay*  
Maria Joana Victoria L. Maglay  
Date: 10/3/2022

Noted by Immediate Supervisor/Division Chief:

*Engr. Augusto M. Ylagan*  
Engr. Augusto M. Ylagan  
Date: 03 Oct 2022

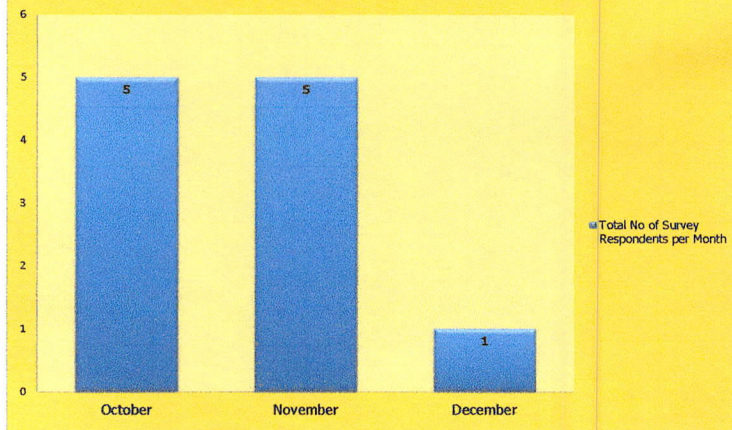


# Inspection Division - Customer Satisfaction Survey FY 2022 - 4th Quarter Report

**Total No of Survey Respondents per Month**

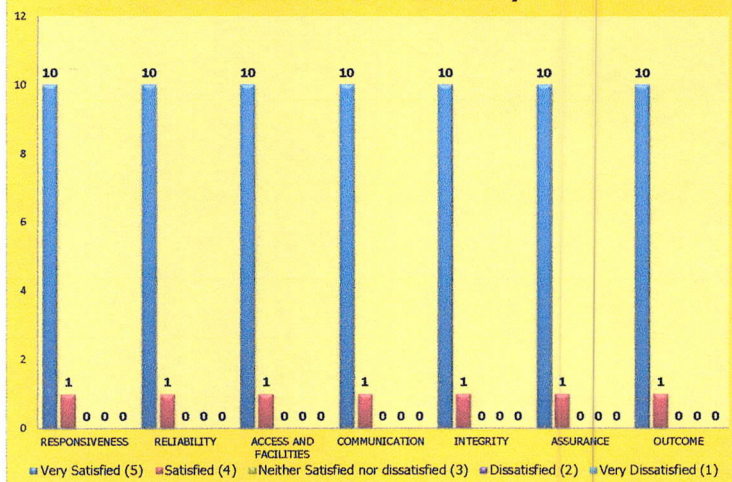
October	5
November	5
December	1
<b>No of Survey Respondents</b>	<b>11</b>

**Total No of Survey Respondents per Month**



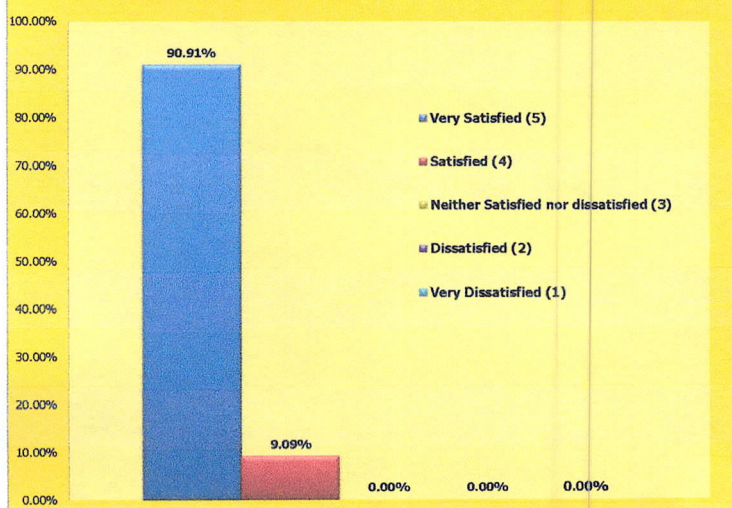
SERVICE QUALITY DIMENSIONS	Number of Respondents Per Rating					TOTAL
	Very Satisfied (5)	Satisfied (4)	Neither Satisfied nor dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	
RESPONSIVENESS	10	1	0	0	0	11
RELIABILITY	10	1	0	0	0	11
ACCESS AND FACILITIES	10	1	0	0	0	11
COMMUNICATION	10	1	0	0	0	11
INTEGRITY	10	1	0	0	0	11
ASSURANCE	10	1	0	0	0	11
OUTCOME	10	1	0	0	0	11
<b>TOTAL</b>	<b>70</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>77</b>

**Customer Feedback Survey**



SERVICE QUALITY DIMENSIONS	Percentage of Respondents Per Rating					TOTAL
	Very Satisfied (5)	Satisfied (4)	Neither Satisfied nor dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	
RESPONSIVENESS	90.91%	9.09%	0.00%	0.00%	0.00%	100%
RELIABILITY	90.91%	9.09%	0.00%	0.00%	0.00%	100%
ACCESS AND FACILITIES	90.91%	9.09%	0.00%	0.00%	0.00%	100%
COMMUNICATION	90.91%	9.09%	0.00%	0.00%	0.00%	100%
INTEGRITY	90.91%	9.09%	0.00%	0.00%	0.00%	100%
ASSURANCE	90.91%	9.09%	0.00%	0.00%	0.00%	100%
OUTCOME	90.91%	9.09%	0.00%	0.00%	0.00%	100%
<b>PERCENTAGE</b>	<b>90.91%</b>	<b>9.09%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>100.00%</b>

**Overall Rating on the Level of Satisfaction**



**Comments/Suggestions/Complaints/Compliments:**

- Thank you for immediate action on our request

Prepared by:

*Rhealyn T. Valdez*  
Rhealyn T. Valdez  
Date: Jan 3, 2023

Checked and Verified by:

*Maria Joana Victoria L. Maglay*  
Maria Joana Victoria L. Maglay  
Date: Jan. 3, 2023

Noted by Immediate Supervisor/Division Chief:

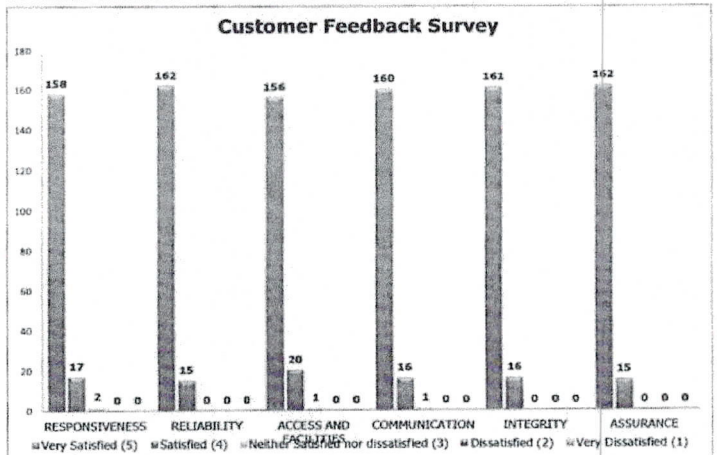
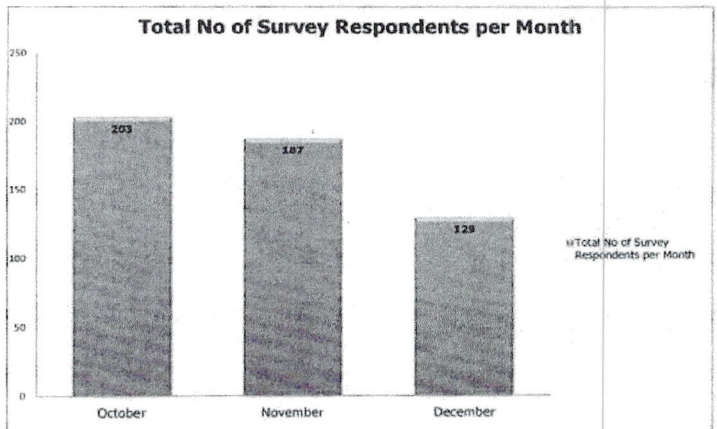
*Engr. Augusto M. Ylagan*  
Engr. Augusto M. Ylagan  
Date: 5 Jan 2023



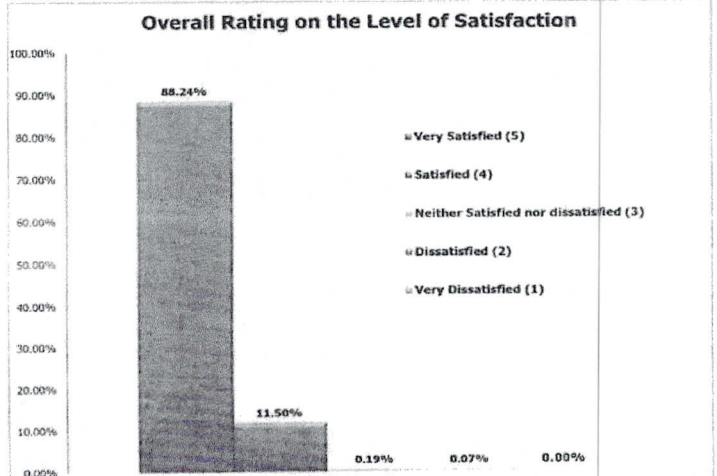
## Marketing and Sales Division - Customer Satisfaction Survey FY 2022 - 1st Quarter Report

Total No of Survey Respondents per Month	
January	14
February	27
March	136
<b>No of Survey Respondents</b>	<b>177</b>

SERVICE QUALITY DIMENSIONS	Number of Respondents Per Rating					TOTAL
	Very Satisfied (5)	Satisfied (4)	Neither Satisfied nor dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	
RESPONSIVENESS	158	17	2	0	0	177
RELIABILITY	162	15	0	0	0	177
ACCESS AND FACILITIES	156	20	1	0	0	177
COMMUNICATION	160	16	1	0	0	177
INTEGRITY	161	16	0	0	0	177
ASSURANCE	162	15	0	0	0	177
OUTCOME	158	17	1	1	0	177
<b>TOTAL</b>	<b>1117</b>	<b>116</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>1239</b>



SERVICE QUALITY DIMENSIONS	Number of Respondents Per Rating					TOTAL
	Very Satisfied (5)	Satisfied (4)	Neither Satisfied nor dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	
RESPONSIVENESS	88.05%	11.95%	0.00%	0.00%	0.00%	100%
RELIABILITY	87.67%	12.14%	0.19%	0.00%	0.00%	100%
ACCESS AND FACILITIES	88.63%	10.79%	0.39%	0.19%	0.00%	100%
COMMUNICATION	88.82%	10.79%	0.39%	0.00%	0.00%	100%
INTEGRITY	88.05%	11.95%	0.00%	0.00%	0.00%	100%
ASSURANCE	88.25%	11.37%	0.19%	0.19%	0.00%	100%
OUTCOME	88.19%	11.53%	0.17%	0.11%	0.00%	100%
<b>PERCENTAGE</b>	<b>88.24%</b>	<b>11.50%</b>	<b>0.19%</b>	<b>0.07%</b>	<b>0.00%</b>	<b>100.00%</b>



Prepared by:

*Robert H. Humarang*  
Robert H. Humarang  
Date: 31 May 2022

Checked and Verified by:

*Rodevie L. Cruz*  
Rodevie L. Cruz  
Date: 31 May 2022

Noted by Immediate Supervisor/Division Chief:

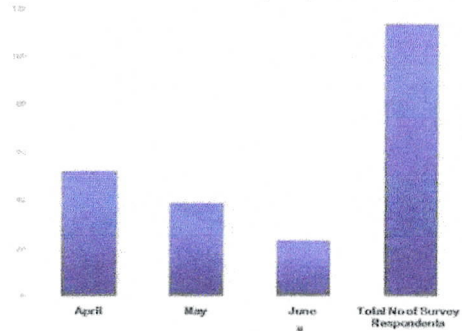
*Leah M. Valdez*  
Leah M. Valdez  
Date: 5-31-2022



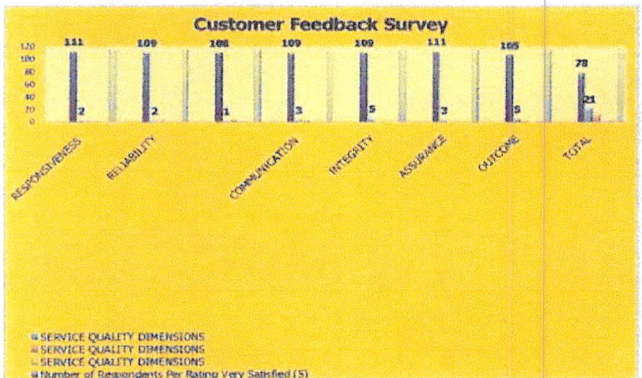
## Marketing and Sales Division - Customer Satisfaction Survey FY 2022 - 2nd Quarter Report

Total No of Survey Respondents per Month	
April	52
May	39
June	23
<b>Total No of Survey Respondents</b>	<b>114</b>

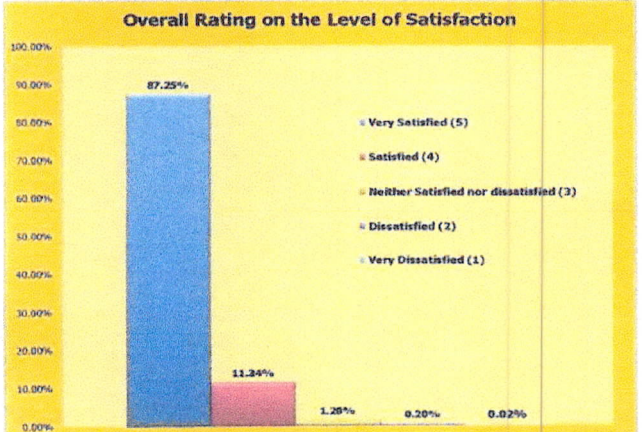
Total No of Survey Respondents per Month



SERVICE QUALITY DIMENSIONS	Number of Respondents Per Rating					TOTAL
	Very Satisfied (5)	Satisfied (4)	Neither Satisfied nor dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	
RESPONSIVENESS	111	2	1	0	0	114
RELIABILITY	109	2	3	0	0	114
ACCESS AND FACILITIES	108	1	4	1	0	114
COMMUNICATION	109	3	2	0	0	114
INTEGRITY	109	5	0	0	0	114
ASSURANCE	111	3	0	0	0	114
OUTCOME	105	5	2	0	2	114
<b>TOTAL</b>	<b>78</b>	<b>21</b>	<b>12</b>	<b>1</b>	<b>2</b>	<b>114</b>



SERVICE QUALITY DIMENSIONS	Number of Respondents Per Rating					TOTAL
	Very Satisfied (5)	Satisfied (4)	Neither Satisfied nor dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	
RESPONSIVENESS	88.82%	10.79%	0.39%	0.00%	0.00%	100%
RELIABILITY	87.67%	12.14%	0.19%	0.00%	0.00%	100%
ACCESS AND FACILITIES	88.63%	10.79%	0.39%	0.19%	0.00%	100%
COMMUNICATION	88.82%	10.79%	0.39%	0.00%	0.00%	100%
INTEGRITY	88.05%	11.95%	0.00%	0.00%	0.00%	100%
ASSURANCE	88.25%	11.37%	0.00%	0.00%	0.00%	100%
OUTCOME	88.19%	11.53%	0.17%	0.00%	0.11%	100%
<b>PERCENTAGE</b>	<b>87.25%</b>	<b>11.34%</b>	<b>1.20%</b>	<b>0.20%</b>	<b>0.02%</b>	<b>100.00%</b>



Prepared by:  
*Robert H. Humarang*  
Robert H. Humarang  
Date: 7/12/2022

Checked and Verified by:  
*Rodevie L. Cruz*  
Rodevie L. Cruz  
Date: 12 July 2022

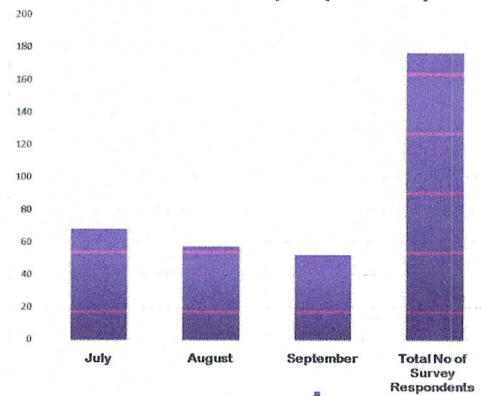
Noted by Immediate Supervisor/Division Chief:  
*Lean M. Valdez*  
Lean M. Valdez  
Date: 7/12/2022



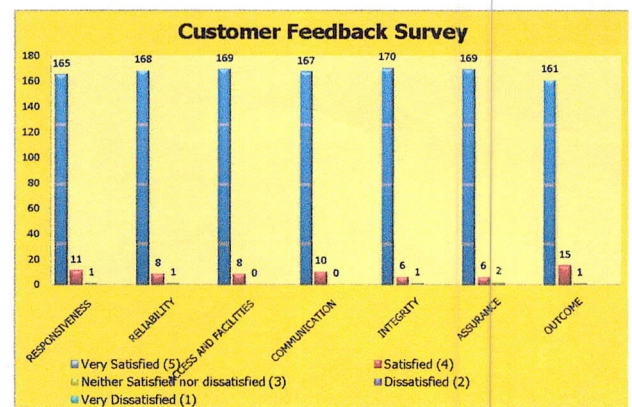
# Marketing and Sales Division - Customer Satisfaction Survey FY 2022 - 3rd Quarter Report

Total No of Survey Respondents per Month	
July	68
August	57
September	52
<b>Total No of Survey Respondents</b>	<b>177</b>

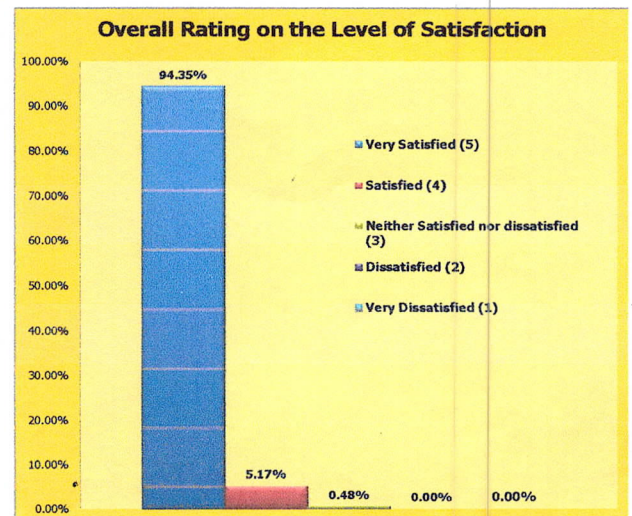
Total No of Survey Respondents per Month



SERVICE QUALITY DIMENSIONS	Number of Respondents Per Rating					TOTAL
	Very Satisfied (5)	Satisfied (4)	Neither Satisfied nor dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	
RESPONSIVENESS	165	11	1	0	0	177
RELIABILITY	168	8	1	0	0	177
ACCESS AND FACILITIES	169	8	0	0	0	177
COMMUNICATION	167	10	0	0	0	177
INTEGRITY	170	6	1	0	0	177
ASSURANCE	169	6	2	0	0	177
OUTCOME	161	15	1	0	0	177
<b>TOTAL</b>	<b>1169</b>	<b>64</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>1239</b>



SERVICE QUALITY DIMENSIONS	Number of Respondents Per Rating					TOTAL
	Very Satisfied (5)	Satisfied (4)	Neither Satisfied nor dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	
RESPONSIVENESS	93.22%	6.21%	0.56%	0.00%	0.00%	100%
RELIABILITY	94.92%	4.52%	0.56%	0.00%	0.00%	100%
ACCESS AND FACILITIES	95.48%	4.52%	0.00%	0.00%	0.00%	100%
COMMUNICATION	94.35%	5.65%	0.00%	0.00%	0.00%	100%
INTEGRITY	96.05%	3.39%	0.56%	0.00%	0.00%	100%
ASSURANCE	95.48%	3.39%	1.13%	0.00%	0.00%	100%
OUTCOME	90.96%	8.47%	0.56%	0.00%	0.00%	100%
<b>PERCENTAGE</b>	<b>94.35%</b>	<b>5.17%</b>	<b>0.48%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>100.00%</b>



Prepared by:

*Robert H. Humarang*  
**Robert H. Humarang**  
 PMO IV  
 Date: 10/12/22

Checked by:

*Rodevie L. Cruz*  
**Rodevie L. Cruz**  
 PMO V  
 Date: 10/12/2022

Approved by:

*Leah M. Valdez*  
**Leah M. Valdez**  
 OIC Chief - MSD  
 Date:

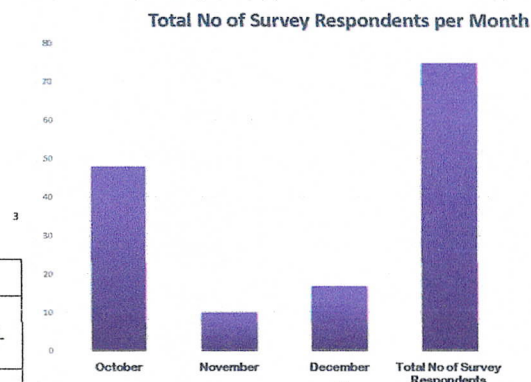
Noted by:

*Atty Philip Josef T. Vera Cruz*  
**Atty Philip Josef T. Vera Cruz**  
 Director IV - Operations Group  
 Date:

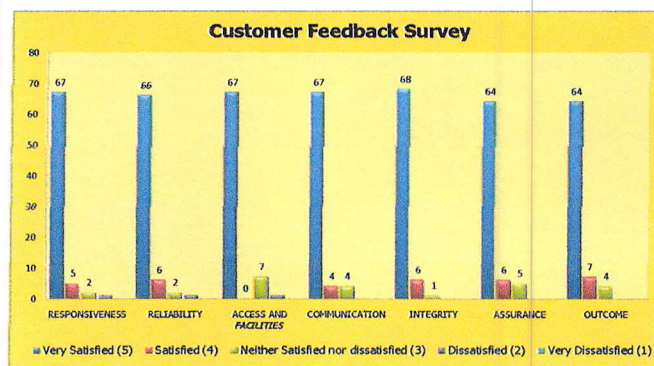


## Marketing and Sales Division - Customer Satisfaction Survey FY 2022 - 4th Quarter Report

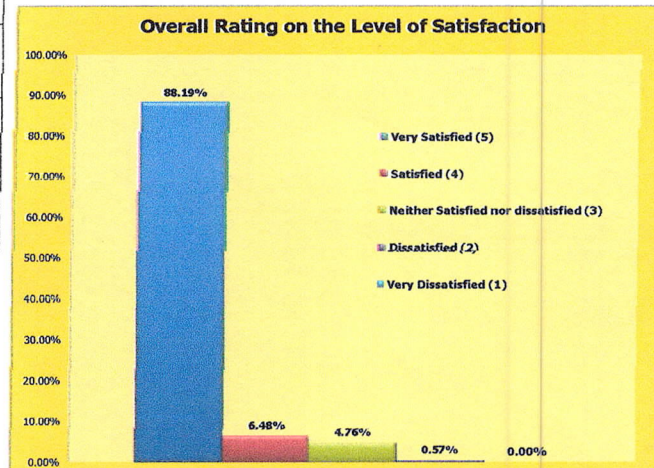
Total No of Survey Respondents per Month	
October	48
November	10
December	17
<b>Total No of Survey Respondents</b>	<b>75</b>



SERVICE QUALITY DIMENSIONS	Number of Respondents Per Rating					TOTAL
	Very Satisfied (5)	Satisfied (4)	Neither Satisfied nor dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	
RESPONSIVENESS	67	5	2	1	0	75
RELIABILITY	66	6	2	1	0	75
ACCESS AND FACILITIES	67	0	7	1	0	75
COMMUNICATION	67	4	4	0	0	75
INTEGRITY	68	6	1	0	0	75
ASSURANCE	64	6	5	0	0	75
OUTCOME	64	7	4	0	0	75
<b>TOTAL</b>	<b>463</b>	<b>34</b>	<b>25</b>	<b>3</b>	<b>0</b>	<b>525</b>



SERVICE QUALITY DIMENSIONS	Number of Respondents Per Rating					TOTAL
	Very Satisfied (5)	Satisfied (4)	Neither Satisfied nor dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	
RESPONSIVENESS	89.33%	6.67%	2.67%	1.33%	0.00%	100%
RELIABILITY	88.00%	8.00%	2.67%	1.33%	0.00%	100%
ACCESS AND FACILITIES	89.33%	0.00%	9.33%	1.33%	0.00%	100%
COMMUNICATION	89.33%	5.33%	5.33%	0.00%	0.00%	100%
INTEGRITY	90.67%	8.00%	1.33%	0.00%	0.00%	100%
ASSURANCE	85.33%	8.00%	6.67%	0.00%	0.00%	100%
OUTCOME	85.33%	9.33%	5.33%	0.00%	0.00%	100%
<b>PERCENTAGE</b>	<b>88.19%</b>	<b>6.48%</b>	<b>4.76%</b>	<b>0.57%</b>	<b>0.00%</b>	<b>100.00%</b>



Prepared by:

**Robert H. Humarang**  
PMO IV

Date: 1/10/2023

Reviewed by:

**Lean M. Valdez**  
OIC Chief - MSD

Date:

Approved by:

**Atty Philip Jose T. Vera Cruz**  
Director IV, Operations Group

Date: 1/12/23



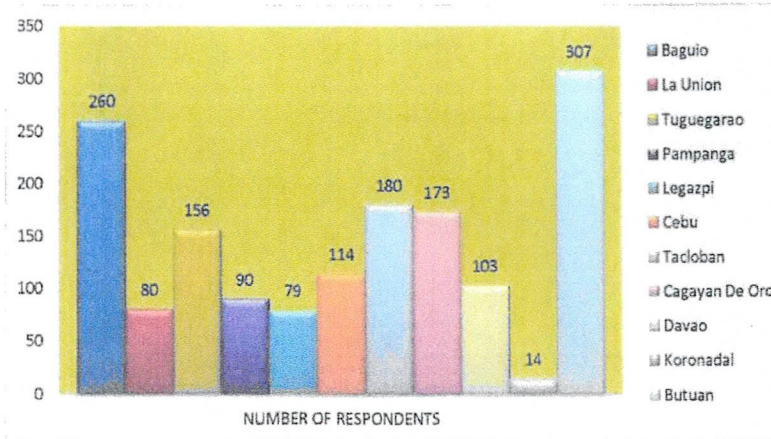
**REGIONAL DEPOTS' CLIENT SATISFACTION RATING REPORT as of**  
**First Quarter (January to March 2022)**

	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SATISFIED	VERY SATISFIED	TOTAL	SATISFIED	SATISFACTION RATING
RESPONSIVENESS	6	7	13	326	1,197	1,549	1,523	98.32%
RELIABILITY	6	4	20	341	1,181	1,552	1,522	98.07%
ACCESS AND FACILITIES	6	10	30	344	1,156	1,546	1,500	97.02%
COMMUNICATION	6	4	18	326	1,190	1,544	1,516	98.19%
INTEGRITY	7	5	16	316	1,206	1,550	1,522	98.19%
ASSURANCE	7	2	13	298	1,227	1,547	1,525	98.58%
OUTCOME	8	9	28	324	1,180	1,549	1,504	97.09%

**OVERALL RATING**

**97.92%**

DEPOTS	NUMBER OF RESPONDENTS
Baguio	260
La Union	80
Tuguegarao	156
Pampanga	90
Legazpi	79
Cebu	114
Tacloban	180
Cagayan De Oro	173
Davao	103
Koronadal	14
Butuan	307
Total Number of Respondents	1,556



RESPONSIVENESS	98.32%
RELIABILITY	98.07%
ACCESS AND FACILITIES	97.02%
COMMUNICATION	98.19%
INTEGRITY	98.19%
ASSURANCE	98.58%
OUTCOME	97.09%



	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SATISFIED	VERY SATISFIED
RESPONSIVENESS	6	7	13	326	1,197
RELIABILITY	6	4	20	341	1,181
ACCESS AND FACILITIES	6	10	30	344	1,156
COMMUNICATION	6	4	18	326	1,190
INTEGRITY	7	5	16	316	1,206
ASSURANCE	7	2	13	298	1,227
OUTCOME	8	9	28	324	1,180

	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SATISFIED	VERY SATISFIED
OVERALL SATISFACTION RATING	0.42%	0.38%	1.27%	20.99%	76.93%

	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SATISFIED	VERY SATISFIED
RESPONSIVENESS	0.39%	0.45%	0.94%	21.05%	77.28%
RELIABILITY	0.39%	0.26%	1.29%	22.01%	76.24%
ACCESS AND FACILITIES	0.39%	0.65%	1.94%	22.21%	74.83%
COMMUNICATION	0.39%	0.26%	1.16%	21.05%	76.82%
INTEGRITY	0.45%	0.32%	1.03%	20.40%	77.86%
ASSURANCE	0.45%	0.13%	0.84%	19.24%	79.21%
OUTCOME	0.52%	0.58%	1.81%	20.92%	76.18%

DEPOTS	OVERALL SATISFACTION RATING
Baguio	99.94%
La Union	99.82%
Tuguegarao	98.90%
Pampanga	100.00%
Legazpi	98.01%
Cebu	95.99%
Tacloban	97.92%
Cagayan De Oro	96.70%
Davao	98.20%
Koronadal	100.00%
Butuan	95.81%

DEPOTS OVERALL SATISFACTION RATING **98.39%**

Prepared by:  
*Boyce F. Tarca*  
Boyce F. Tarca  
PMO-In-Charge  
Date: 27 May 2022

Reviewed and Approved by:  
*Dave Y. Valderrama*  
Dave Y. Valderrama  
CIC-Director, Regional Operations Group  
Date: 27 May 2022

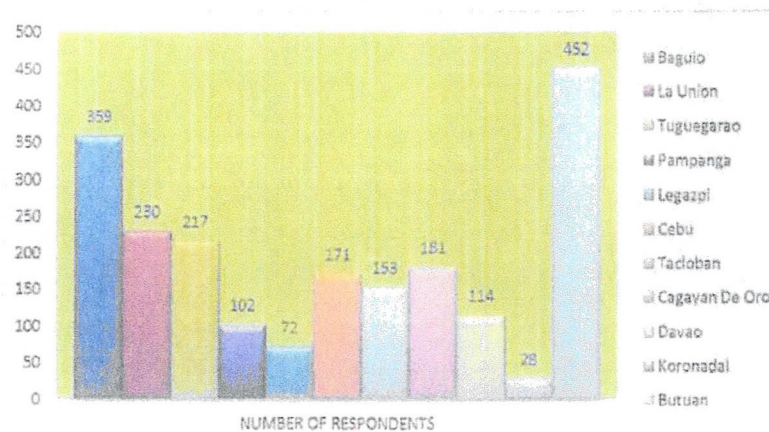




**REGIONAL DEPOTS' CLIENT-SATISFACTION RATING REPORT as of**  
**Second Quarter (April to June 2022)**

	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SATISFIED	VERY SATISFIED	TOTAL	SATISFIED	SATISFACTION RATING
RESPONSIVENESS	7	5	12	351	1,690	2,065	2,041	98.84%
RELIABILITY	7	6	15	399	1,641	2,068	2,040	98.65%
ACCESS AND FACILITIES	8	3	22	416	1,620	2,069	2,036	98.41%
COMMUNICATION	6	3	16	390	1,648	2,063	2,038	98.79%
INTEGRITY	6	3	11	367	1,673	2,060	2,040	99.03%
ASSURANCE	6	5	13	341	1,695	2,060	2,036	98.83%
OUTCOME	7	6	25	383	1,637	2,058	2,020	98.15%
								98.67%

DEPOTS	NUMBER OF RESPONDENTS
Baguio	359
La Union	230
Tuguegarao	217
Pampanga	102
Legazpi	72
Cebu	171
Tacloban	153
Cagayan De Oro	181
Davao	114
Koronadal	28
Butuan	452
Total Number of Respondents	2,079



RESPONSIVENESS	98.84%
RELIABILITY	98.65%
ACCESS AND FACILITIES	98.41%
COMMUNICATION	98.79%
INTEGRITY	99.03%
ASSURANCE	98.83%
OUTCOME	98.15%

*[Handwritten signature]*



	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SATISFIED	VERY SATISFIED
PERSONNEL	7	8	12	351	1,600
RELIABILITY	7	6	15	339	1,641
ACCESS AND FACILITIES	8	3	22	416	1,620
COMMUNICATION	6	3	16	330	1,618
INTEGRITY	6	3	11	307	1,673
ASSURANCE	6	5	13	341	1,695
OUTCOME	7	6	25	393	1,637

	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SATISFIED	VERY SATISFIED
OVERALL SATISFACTION RATING	0.33%	0.21%	0.73%	18.33%	80.34%

	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SATISFIED	VERY SATISFIED
PERSONNEL	0.34%	0.24%	0.59%	17.00%	81.54%
RELIABILITY	0.34%	0.29%	0.73%	19.22%	79.47%
ACCESS AND FACILITIES	0.39%	0.15%	1.07%	20.15%	78.85%
COMMUNICATION	0.20%	0.15%	0.77%	16.69%	79.81%
INTEGRITY	0.20%	0.15%	0.53%	12.77%	81.02%
ASSURANCE	0.29%	0.24%	0.63%	18.51%	82.00%
OUTCOME	0.34%	0.29%	1.21%	18.55%	79.27%

DEPOTS	OVERALL SATISFACTION RATINGS
Burgos	99.52%
La Union	99.38%
Tupacacay	99.54%
Piscocha	100.00%
Legajo	99.01%
Cebu	95.81%
Tacopan	97.73%
Cadman De Oro	99.70%
Davao	100.00%
Koronadal	100.00%
Bulan	97.61%

#### DEPOTS OVERALL SATISFACTION RATING

98.77%

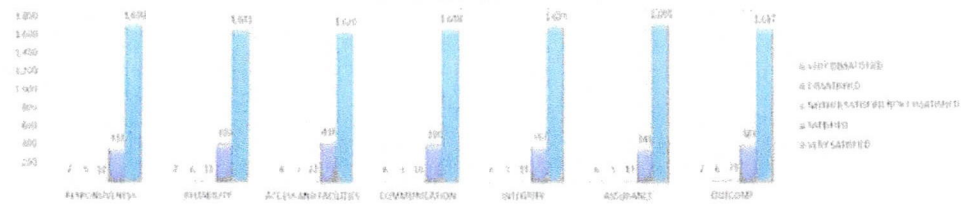
Prepared by:

Bayle F. Tarca  
PHO-in-Charge  
Date: 06 July 2022

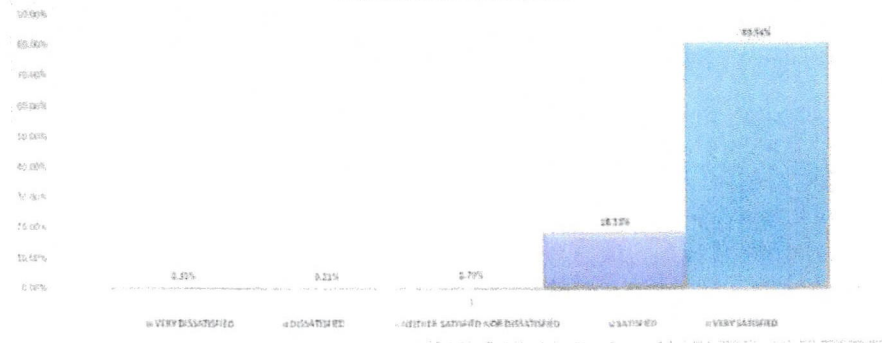
Reviewed and Approved by:

Jose V. Valderama  
DIC-Director, Regional Operations Group  
Date: 06 July 2022

#### CUSTOMER FEEDBACK SURVEY



#### OVERALL SATISFACTION RATING



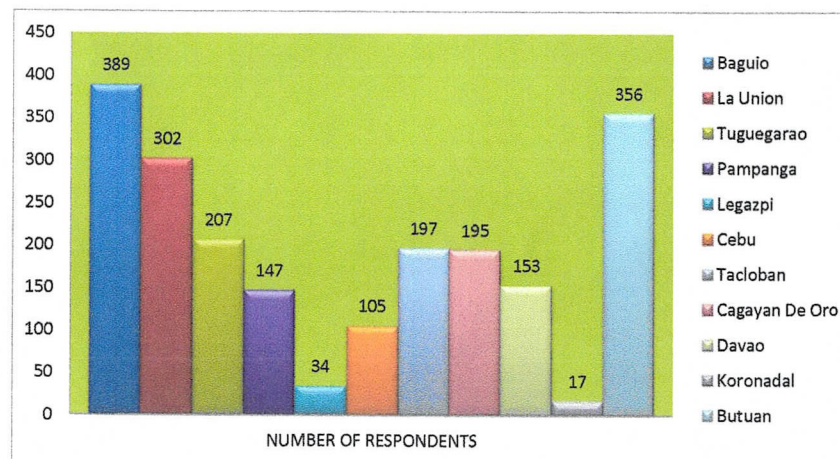


**REGIONAL DEPOTS' CLIENT SATISFACTION RATING REPORT as of**  
**Third Quarter (July to August 2022)**

	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SATISFIED	VERY SATISFIED	TOTAL	SATISFIED	SATISFACTION RATING
RESPONSIVENESS	8	6	13	322	1,750	2,099	2,072	98.71%
RELIABILITY	8	4	17	339	1,726	2,094	2,065	98.62%
ACCESS AND FACILITIES	10	5	25	335	1,719	2,094	2,054	98.09%
COMMUNICATION	9	6	14	316	1,750	2,095	2,066	98.62%
INTEGRITY	9	5	14	308	1,758	2,094	2,066	98.66%
ASSURANCE	9	2	19	303	1,766	2,099	2,069	98.57%
OUTCOME	9	5	19	321	1,737	2,091	2,058	98.42%

**DEPOTS** **NUMBER OF RESPONDENTS**

Baguio	389
La Union	302
Tuguegarao	207
Pampanga	147
Legazpi	34
Cebu	105
Tacloban	197
Cagayan De Oro	195
Davao	153
Koronadal	17
Butuan	356
<b>Total Number of Respondents</b>	<b>2,102</b>



RESPONSIVENESS	98.71%
RELIABILITY	98.62%
ACCESS AND FACILITIES	98.09%
COMMUNICATION	98.62%
INTEGRITY	98.66%
ASSURANCE	98.57%
OUTCOME	98.42%

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	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SATISFIED	VERY SATISFIED
RESPONSIVENESS	8	6	13	322	1,750
RELIABILITY	8	4	17	339	1,726
ACCESS AND FACILITIES	10	5	25	335	1,719
COMMUNICATION	9	6	14	316	1,750
INTEGRITY	9	5	14	308	1,758
ASSURANCE	9	2	19	303	1,766
OUTCOME	9	5	19	321	1,737

OVERALL SATISFACTION RATING

VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SATISFIED	VERY SATISFIED
0.42%	0.23%	0.83%	15.30%	83.23%

	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SATISFIED	VERY SATISFIED
RESPONSIVENESS	0.38%	0.29%	0.62%	15.34%	83.37%
RELIABILITY	0.38%	0.19%	0.81%	16.15%	82.23%
ACCESS AND FACILITIES	0.48%	0.24%	1.19%	15.96%	81.90%
COMMUNICATION	0.43%	0.29%	0.67%	15.05%	83.37%
INTEGRITY	0.43%	0.24%	0.67%	14.67%	83.75%
ASSURANCE	0.43%	0.10%	0.91%	14.44%	84.14%
OUTCOME	0.43%	0.24%	0.91%	15.29%	82.75%

**DEPOTS OVERALL SATISFACTION RATING**

Baguio	99.41%
La Union	99.67%
Tuquegarao	98.00%
Pampanga	100.00%
Legazpi	99.57%
Cebu	98.23%
Tacloban	98.75%
Cagayan De Oro	100.00%
Davao	99.07%
Koronadal	100.00%
Butuan	95.06%

**DEPOTS OVERALL SATISFACTION RATING** 98.89%

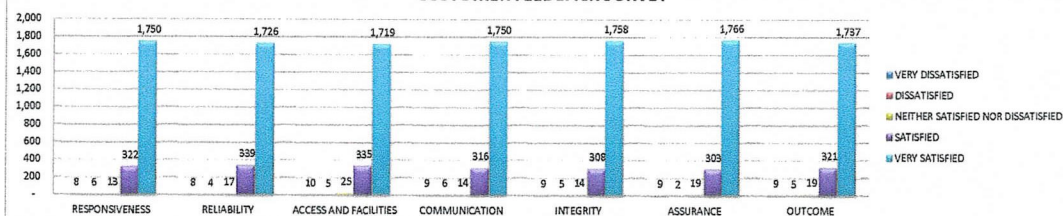
Prepared by:

Boyet F. Tarca  
PMO-In-Charge  
Date: 07 October 2022

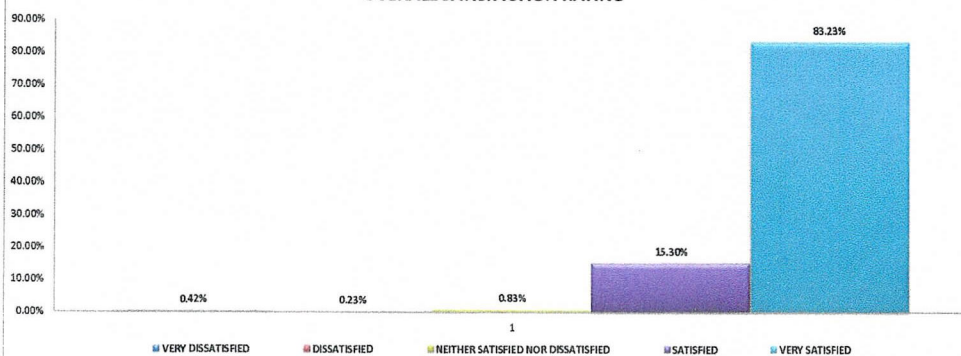
Reviewed and Approved by:

Dave Y. Valderama  
OTC-Director, Regional Operations Group  
Date: 07 October 2022

**CUSTOMER FEEDBACK SURVEY**



**OVERALL SATISFACTION RATING**



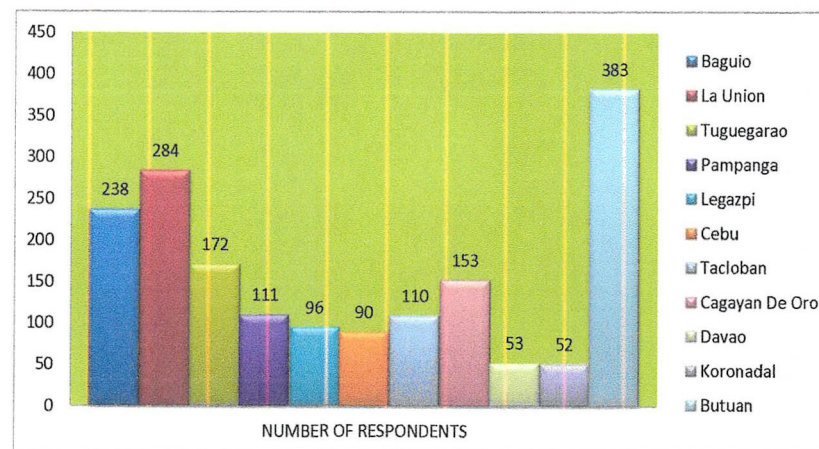


**REGIONAL DEPOTS' CLIENT SATISFACTION RATING REPORT as of**  
**Fourth Quarter (October to December 2022)**

	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SATISFIED	VERY SATISFIED	TOTAL	SATISFIED	SATISFACTION RATING
RESPONSIVENESS	6	1	8	247	1,477	<b>1,739</b>	1,724	99.14%
RELIABILITY	6	2	14	259	1,457	<b>1,738</b>	1,716	98.73%
ACCESS AND FACILITIES	5	1	17	285	1,430	<b>1,738</b>	1,715	98.68%
COMMUNICATION	4	2	8	244	1,480	<b>1,738</b>	1,724	99.19%
INTEGRITY	4	3	5	250	1,476	<b>1,738</b>	1,726	99.31%
ASSURANCE	5	2	5	243	1,483	<b>1,738</b>	1,726	99.31%
OUTCOME	4	5	15	264	1,441	<b>1,729</b>	1,705	98.61%

DEPOTS	NUMBER OF RESPONDENTS
Baguio	238
La Union	284
Tuguegarao	172
Pampanga	111
Legazpi	96
Cebu	90
Tacloban	110
Cagayan De Oro	153
Davao	53
Koronadal	52
Butuan	383
<b>Total Number of Respondents</b>	<b>1,742</b>

RESPONSIVENESS	99.14%
RELIABILITY	98.73%
ACCESS AND FACILITIES	98.68%
COMMUNICATION	99.19%
INTEGRITY	99.31%
ASSURANCE	99.31%
OUTCOME	98.61%



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	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SATISFIED	VERY SATISFIED
RESPONSIVENESS	6	1	8	247	1,477
RELIABILITY	6	2	14	259	1,457
ACCESS AND FACILITIES	5	1	17	285	1,430
COMMUNICATION	4	2	8	244	1,480
INTEGRITY	4	3	5	250	1,476
ASSURANCE	5	2	5	243	1,483
OUTCOME	4	5	15	264	1,441

VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SATISFIED	VERY SATISFIED
0.28%	0.13%	0.59%	14.74%	84.26%


OVERALL SATISFACTION RATING

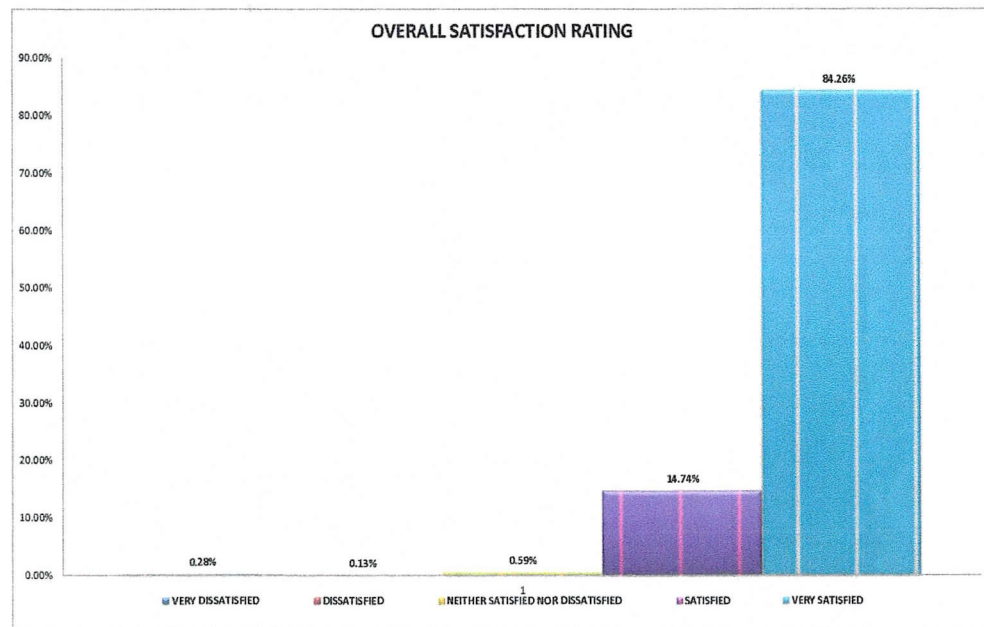
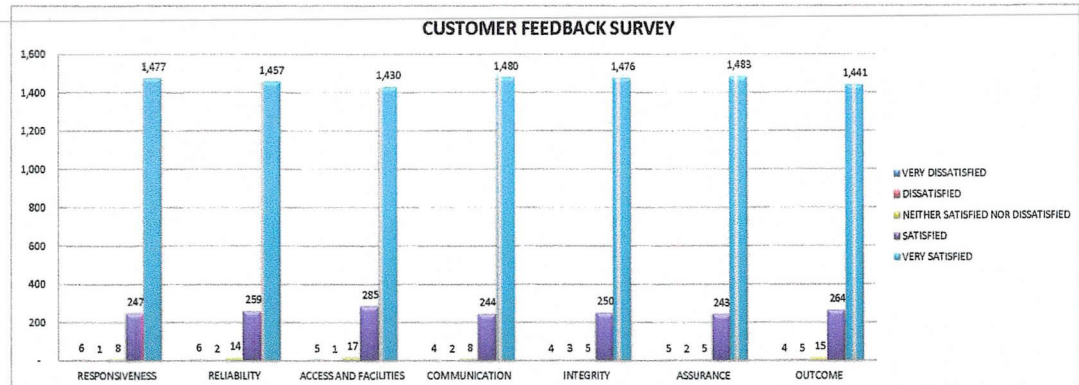
	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SATISFIED	VERY SATISFIED
RESPONSIVENESS	0.35%	0.06%	0.46%	14.20%	84.93%
RELIABILITY	0.35%	0.12%	0.81%	14.89%	83.78%
ACCESS AND FACILITIES	0.29%	0.06%	0.98%	16.39%	82.23%
COMMUNICATION	0.23%	0.12%	0.46%	14.03%	85.11%
INTEGRITY	0.23%	0.17%	0.29%	14.38%	84.88%
ASSURANCE	0.29%	0.12%	0.29%	13.97%	85.26%
OUTCOME	0.23%	0.29%	0.86%	15.18%	82.86%

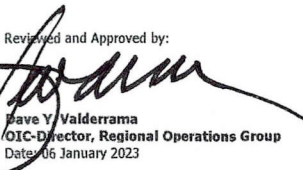
DEPOTS OVERALL SATISFACTION RATING

DEPOTS	OVERALL SATISFACTION RATING
Baguio	99.70%
La Union	99.90%
Tuguegarao	98.75%
Pampanga	100.00%
Legazpi	99.70%
Cebu	98.25%
Tacloban	98.16%
Cagayan De Oro	98.79%
Davao	100.00%
Koronadal	99.18%
Butuan	97.87%

DEPOTS OVERALL SATISFACTION RATING 99.12%

Prepared by:  
  
 Boycie F. Tarca  
 PMO-in-Charge  
 Date: 06 January 2023



Reviewed and Approved by:  
  
 Dave Y. Valderrama  
 OIC-Director, Regional Operations Group  
 Date: 06 January 2023



Annex "D"

**PART A, PAP 3: Modernized Philippine Government Electronic Procurement System (mPhilGEPS)**

Action/PAP	Success Indicator	Dimension	Actual Accomplishment				Remarks
			1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	
<b>Modernized Philippine Government Electronic Procurement System (mPhilGEPS)</b>	90% of identified Pilot agencies utilized the Modernized PhilGEPS on the target date ( <b>eGPDOD</b> )	Quantity	6 out of 7 pilot agencies (85%) have utilized at least 1 module in the mPhilGEPS	7 out of 7 pilot agencies (100%) have utilized at least 1 module in the mPhilGEPS	7 out of 7 pilot agencies (100%) have utilized at least 1 module in the mPhilGEPS	7 out of 7 pilot agencies (100%) have utilized at least 1 module in the mPhilGEPS	Target was already achieved in 3rd Quarter
		Timeliness	N/A	N/A	N/A	Please refer to the remarks	Target date is December 29, 2022  Actual Date: DBM (Feb 20, 2022) Module/s used: (5) APP to Contract Management Pasig (Mar 29, 2022) Module/s used: (5) APP to Contract Management PS-DBM (Nov 22, 2022) Module/s used: (3) APP to Bid Notice GPPB (Mar 2, 2022) Module/s used: (6) APP to Contract Management Bayambang (May 31, 2022) Module/s used: (1) APP PUP (Feb 21, 2022) Module/s used: (6) APP to Contract Management DPWH (Jul 20, 2022) Module/s used: (3) APP to Bid Notice
	90% of the pilot agencies are trained in the Modernized PhilGEPS on the target date ( <b>ITRPD</b> )	Quantity	4 out of 7 (74%) pilot agencies have been trained in 2nd quarter (DBM, PS-DBM, GPPB-TSO and Municipality of Bayambang)	6 out of 7 (85%) pilot agencies have been trained in 2nd quarter (DBM, PS-DBM, GPPB-TSO, DPWH, City of Pasig and Municipality of Bayambang)	7 out of 7 ( <b>100%</b> ) pilot agencies have been trained (DBM, PS-DBM, GPPB-TSO, DPWH, PUP, City of Pasig and Municipality of Bayambang)	7 out of 7 (100%) pilot agencies have been trained in 3rd quarter (DBM, PS-DBM, GPPB-TSO, DPWH, PUP, City of Pasig and Municipality of Bayambang)	Target was already achieved in 3rd Quarter Target date is December 29, 2022 Actual Date of Training DBM (February 2 to 4, 2022) Municipality of Bayambang Pangasinan (February 2 to 4, 2022) GPPB-TSO (February 2 to 4, 2022) PS (February 2 to 4, 2022, (May 24 to 26, 2022) DPWH (May 24 to 26, 2022) City of Pasig (May 24 to 26, 2022) PUP (July 12 to 14, 2022 and July 30 - Proc. Professionalization)
		Timeliness	N/A	N/A	N/A	Please refer to the remarks	
	Additional three (3) reports generated in mPhilGEPS Reporting Tool on the target date ( <b>eGPDOD</b> )	Quantity	0 report generated in mPhilGEPS Reporting Tool	0 report generated in mPhilGEPS Reporting Tool	1 report generated in mPhilGEPS Reporting Tool deployed in the open data	4 reports generated in mPhilGEPS Reporting Tool deployed in the open data	Total of 5 reports generated in mPhilGEPS Reporting Tool deployed in the open data
		Timeliness	N/A	N/A	N/A	Please refer to the remarks	4 Reports - October 18 & 25, 2022 & November 2, 2022 1 Report - September 27, 2022

Prepared by:

Mary Jane T. Dacumos

ITO II

Date:

Ron Cyprian G. Obniala

ISA III

Date:

Reviewed by:

Ferdinand Q. San Jose

OIC - Division Chief, ITRP

Date:

James Angub

OIC - Division Chief, eGPDOD

Date:

Approved by:

**RESIGNED**

Rosa Maria M. Clemente

Director IV, PhilGEPS

Date:

PLANN JAN13'23 11:31





**ORGANIZATIONAL PERFORMANCE ACCOMPLISHMENT REPORT (OPAR)**  
**As of 31 December 2022**

**PART B. ADDITIONAL PERFORMANCE COMMITMENTS**

**PAP 1: INTEGRITY MANAGEMENT PROGRAM**

**SUCCESS INDICATOR (SI):**

Two (2) integrity assessment reports/templates submitted to and concurred by the oversight committee/s and approved within two (2) presentations within the year

**RESPONSIBLE DIVISION/STAFF:** Integrity Management Committee (IMC)

**DIMENSION/S (DIM):**

DIM	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter
Quantity/Timeliness (Qn/T)				Two (2) integrity assessment reports/templates submitted to and concurred by the oversight committee/s within the year
Quality (QI)				Approved within two (2) presentations

**I. PROGRAM UPDATE/S**

1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter
<p><b>Internal Update:</b></p> <p><b>25 January 2022-</b> Attended the virtual seminar on "Transparency, Accountability, and Ethics in Public Institutions" hosted by UNDESA; Sent an e-mail to IMP Program Head of OMB &amp; ODESLA concerning the curriculum tool kit developed by UNPOG relative to Module 13-Transparent Public Procurement, which may be applicable to PS-PhilGEPS if they will be planning to tap the services of UNPOG for this purpose.</p> <p><b>27 January 2022-</b> Received acknowledgment from OP-DESLA;</p> <p><b>16 February 2022-</b> Sent an e-mail to IMC concerning an update on the coordination meeting conducted with OMB-National Integrity Center;</p> <p><b>01 March 2022-</b> Sent letter to the Office of the Ombudsman via e-mail and walk-in thru GSD concerning the continuation of ITAPS for PS-DBM as part of the ongoing "Technical Assistance" based on the approved Template 4-Integrity Assessment Report (IAR); Received an auto read-receipt from OMB official e-mail address of NIC;</p>	<p><b>04 May 2022-</b> Sent an e-mail update to program heads of the Office of the Ombudsman and OP Deputy Executive Secretary for Legal Affairs (ODESLA) concerning the actions conducted by the IMC Secretariat, to wit: xxx The following are the actions conducted by the undersigned as the Head of the IMC Secretariat, pending approval of the request to transfer delegated tasks to the appropriate division/office: -Presently, the template preparation is still in progress. -The IMC conducted a meeting with one of the process owners from the Inspection Division (ID), on 17 Dec 2021. The process of ID was prioritized to be discussed due to the issues and concerns raised by the oversight agencies from the legislative department. -Official reports relative to the IMP have been submitted to the DBM as part of the annual performance update/monitoring of one of the PS-DBM major program initiatives from CY 2016-to 2021; and -The undersigned has completed coordination with the OMB-Integrity Management Center and the related logistical requirements for the training on the e-ITAPS have been endorsed to the PS-</p>	<p><b>04 July 2022-</b> Sent an e-mail to the Program Heads of the Program Management Committee (PMC) from the Office of the Ombudsman (OMB) and ODESALA, Atty. Froilan Montalban and Dir. Dennis Baldago for the online consultation meeting concerning accomplished sample Templates 5-10 of one of the process owners.</p> <p><b>04 August 2022-</b> Received an advance copy of the results of the initial review of OMB of Templates 1-4, "the same is still pending for review with the OP". -The PS-DBM IMC Secretariat acknowledged the document on the same date.</p> <p><b>10 August 2022-</b> Conducted technical consultation meeting with the Program Heads of the Project Management Committee (PMC) via Zoom Meeting at 9:30 AM. -It was suggested by the PMC that PS should choose one integrity measure for reform to ensure sustainability. Thus, based on the discussion it would be better that since the current administration is focusing on digitization this should be the best focus by the process owner, especially, in Comptroller Division (CD). -The PS-DBM IMC Secretariat agreed to revise the accomplished Templates of CD, based on the suggestion of the PMC per consultation with the process owner.</p>	<p><b>06 October 2022-</b> Received an email update from the OP-DESLA's PIUCOM Secretariat on the changes of their primary e-mail address through integrity e-mail.</p> <p><b>11 October 2022-</b> Sent e-mail inquiry to OMB and ODESALA concerning their letter in CY 2019 addressed to former Executive Director, Bingle Gutierrez. The letter includes recommendations to PS-DBM on how to strengthen the IMP through formulations of policies built into the processes. However, the OMB representative responded that they do not have a copy of the said letter.</p> <p>-IMC Secretariat requested reconstitution of the PS-DBM IMC through the issuance of a Memorandum addressed to the Head of the Agency/Chairperson, to include the Director of the Procurement Group and the Chief of HRDD as one of the Members and changes in the composition of the IMC Secretariat and TWG.</p> <p><b>28 October 2022-</b> The IMC Chairperson approved the reconstitution</p> <p><b>04 November 2022-</b> Submitted the 24-page PS-DBM response dated 24 October 2022 to the UNODC Questionnaire addressed to Atty-Turingan-Sanchez, CESO II via integrity e-mail. -Disseminated the approved Memorandum on reconstitution</p>





<p><b>08 March 2022-</b> Received an e-mail from HRDD- Employee Engagements requesting contact details of OMB-NIC Training Specialist;</p> <p><b>25 March 2022-</b> HRDD- Learning and Development Section sent an e-mail to "All" with an attached Memo requesting the list of attendees to the ITAPS seminar.</p> <p><u>External Update:</u></p> <p><b>25 January 2022-</b> 2<sup>nd</sup> Posting from 22 December 2020-The Office of the President as the primary lead of the IMP posted the Request for Expression of Interest (REI) for the "Procurement of Technical Consulting Services for the Integrity Management Review and Enhancement Project; <i>Failed bid</i>;</p> <p><b>03 February 2022-</b> 3<sup>rd</sup> Posting- Request for Expression of Interest (REI) for the "Procurement of Technical Consulting Services for the Integrity Management Review and Enhancement Project; No latest update from OP- Proper website.</p>	<p>HRDD which manages the overall training of PS Personnel.</p> <p><b>12 May 2022-</b> PS Office Order No. 048-22, Conduct of the Integrity, Transparency, and Accountability in Public Service (ITAPS) Seminar; 1<sup>st</sup> Batch- June 21-23, 2022 = 30 pax; 2<sup>nd</sup> Batch- July 26-28, 2022=29 pax. Hosted by the OMB-National Integrity Center (OMB-NIC).</p> <p><b>24 May 2022-</b> PS Office Order No. 052-22, Attendance to the Anti-Corruption Lecture Series Batches 1-5 from June 6-10, 2022, total approximate number of attendees/participants 141. Hosted by the OMB-NIC</p>	<p><b>11 August 2022-</b> Received a letter via e-mail with an attached questionnaire concerning the Corruption Conference of the States Parties- UN Convention against Corruption (COSP UNCAC)- Request for Information on Good Practices and Challenges Concerning International Cooperation.</p> <p><b>30 August 2022-</b> Submitted the draft PS-DBM response to UNODC Questionnaire to OED for review.</p>	<p>of IMC via integrity e-mail, notifying all the members of the Committee.</p> <p><b>08 November 2022-</b> The PIUCOM Secretariat acknowledged the transmittal via integrity e-mail.</p> <p><b>15 November 2022-</b> The IMC Secretariat sent a separate e-mail inquiry to ODESLA relative to their letter in CY 2019.</p> <p><b>16 November 2022-</b> ODESLA representative, Atty. Froilan Montalban responded that they had not found the document because most of the staff were no longer connected with their office.</p> <p>- The IMCS provided feedback to ODESLA and OMB Program Heads, including the screenshots of the Powerpoint presentation prepared by the former Chief, Legal Division concerning the recommendations of the PMC, to wit:</p> <ol style="list-style-type: none"> <li>1. No Gifts Policy (Implemented)</li> <li>2. Whistle Blowing Program- Integrity e-mail and hotline (Implemented)</li> <li>3. Lifestyle Check-Creation of SALN Review Committee (Implemented)</li> <li>4. Installation of Database Tracking System (Not yet implemented c/o M-GEPS)</li> </ol> <p><b>17 November 2022-</b> Sent an e-mail to the PS-DBM IMC, as advance information concerning the proposed PS-DBM guidelines on Internal Whistleblowing and Reporting (GIWR). It consists of Memorandum from the IMCS with corresponding attachments. The guidelines have been put on hold for over 2-years due to changes in priority areas.</p>
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## II. FUTURE DIRECTIONS<sup>1</sup>

Template	Description/Particulars	Period of Implementation	Remarks	Monitoring & Evaluation
Template /s 1-4	1-Critical Systems for Assessment 2-Process Matrix 3-Corruption Risk Register 4-Assessment Report	CY 2016-2019	Submitted with the concurrence of OMB & ODESLA's Program Heads to conduct the further review; Unofficial 22-page comments from OMB was received in the 2nd Sem CY 2022	In-progress

<sup>1</sup> Technical consultations with the Program Heads of the OMB and ODESLA's IMP concerning IMP Templates (1-10) are ongoing. Thus, any additional comments will be included in the Templates to improve the PS-DBM IMP based on the thrust in the good governance of the current administration

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	3-Corruption Risk Register 4-Assessment Report Template		OMB was received in the 2nd Sem CY 2022	
Template 5	Integrity Management Plan Logical Framework	Year 1 (2020)	Submitted with the concurrence of OMB & ODESLA's Program Heads to conduct the further review; 1st Presentation conducted 2nd Sem CY 2022	In-Progress
Template 6	Implementation Plan	Year 1 (2020)		In-Progress
Template 7	Monitoring and Evaluation Plan	Year 1 (2021)	Submitted with the concurrence of OMB & ODESLA's Program Heads to conduct the further review; 1st Presentation conducted 2nd Sem CY 2022	In-progress
Template 8	M & E Progress Report	Year 1 (2021)		In-progress
Template 9	Performance Monitoring Report Template	Year 1 (2022)	Submitted with the concurrence of OMB & ODESLA's Program Heads to conduct the further review; 1st Presentation conducted 2nd Sem CY 2022	In-progress
Template 10	Performance Rating Sheet	Year 1 (2022)		In-progress

(NB: The PS-DBM IMC TWG are still waiting for the joint and final comments of the Program Management Committee from the OMB and ODESLA for the Templates are yet to be rendered )

**For the PS Integrity Management Committee (IMC):**

  
**ATTY. FAYDAH M. DUMARPA**

*Administrative and Finance Group, Director  
Member*

  
**ATTY. PHILIP JOSEF VERA CRUZ**

*Operation Group Director  
Member*

  
**DAVE T. VALDERRAMA**

*OIC-ROG, Director  
Member*

  
**ARNOLD JAMES M. DUPLA**

*OIC-Chief, Planning and Budget Div.  
Member*

  
**PRINCESS JOY FLORES**

*Alternate-Employee Representative*

*(To be identified by IMC/PMC)*  
**CIVIL SOCIETY ORG. (CSO)**

*Member*

  
**ROSALINDA V. DAPITO**

*Chief, Internal Audit Division  
Member  
Concurrent Head Secretariat and TWG<sup>2</sup>*

*(Separated from PS-DBM)*  
**ROSA MARIA M. CLEMENTE**  
*Director, PhilGEPS  
Vice-Chairperson*

  
**DENNIS S. SANTIAGO**

*Executive Director  
Chairperson*

<sup>2</sup> PS Office Order No. 066-20 dated 25 May 2020



Annex "F"

**PART B, PAP 2: Support Green Public Procurement Program as specified in the Philippine Republic Procurement Road Map (2017-22)**

Success Indicator	Dimension	Description	ACTUAL ACCOMPLISHMENT				Remarks
			1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	
100% of the targeted number of inventory items have green provisions integrated in the technical specifications and were approved after three (3) presentations at the end of 2022.	Qn/T	<u>At least five (5) items</u> identified are with green provisions integrated in the CSE technical specifications at the end of 2022.	1. Paper, Multicopy, A4; 2. Paper, Multicopy, Legal; 3. Paper, Multi-purpose, A4; and 4. Paper, Multi-purpose, Legal	1. Paper, Multicopy, A4; 2. Paper, Multicopy, Legal; 3. Paper, Multi-purpose, A4; 4. Paper, Multi-purpose, Legal; 5. Monobloc, Chair, Beige; 6. Monobloc, Chair, White; 7. Monobloc, Table, Beige; 8. Monobloc, Table, White	1. Paper, Multicopy, A4; 2. Paper, Multicopy, Legal; 3. Paper, Multi-purpose, A4; 4. Paper, Multi-purpose, Legal; 5. Monobloc, Chair, Beige; and 6. Monobloc, Chair, White	1. Paper, Multicopy, A4; 2. Paper, Multicopy, Legal; 3. Paper, Multi-purpose, A4; 4. Paper, Multi-purpose, Legal; 5. Monobloc, Chair, Beige; and 6. Monobloc, Chair, White	
	QI	Ensure that the identified items conform with the green provisions and were integrated into the technical specifications.	OR 1. Monobloc, Chair, Beige; 2. Monobloc, Chair, White; 3. Monobloc, Table, Beige; and 4. Monobloc, Table, White.	Remarks: Final list will be identified by the TSRC			


Prepared by:

  
**MARIAN BRIGETTE M. BALIN**  
Procurement Management Officer I  
Date: 29 December 2022

Reviewed by:

  
**SHARON Y. BAILE**  
OIC-Chief, Procurement Division I  
Date: 29 December 2022

Approved by:

  
**ATTY. GEN. MARITES S. ENTREDICHO-CAONG**  
Director IV, Procurement Group  
Date: 29 December 2022




PROCUREMENT SERVICE  
**COMMON-USE SUPPLIES AND EQUIPMENT WITH GPP SPECIFICATIONS**  
as of 31 December 2022

ITEM NO.	ITEM DESCRIPTION	GPP TECHNICAL SPECIFICATIONS	STATUS
1	RECORD BOOK, 300 & 500 pages	The supplier shall supply products which are made out of raw materials from at least 50% recycled fibre.	Implemented
		The supplier shall supply paper which is at least Elemental Chlorine Free (ECF).	
		Any paper wrapping and carton box packing must be made from 100% recycled fibre.	
		Recycled fibre must contain not less than 10 % post-consumer fibre.	Not yet implemented, for further study
		The supplier shall supply paper which is Totally Chlorine Free (TCF).	Not yet implemented, for further study
2	PLASTIC TRASH BAG	The supplier shall supply products which is made of polyethylene (PE).	Implemented
		The PE should contain a minimum of 30% post-consumer material.	
3	CLEANER, TOILET BOWL AND URINAL	The supplier shall provide a cleaner which is not chlorine based and does not contain inorganic acids.	Implemented
		The supplier shall supply products with adequate instructions for proper use and disposal.	
4	DETERGENT POWDER	The supplier shall supply products which do not contain ethylene-diamine-tetra-acetate (EDTA) nor alkyl phenol ethoxylates (APEO).	Implemented
		The supplier shall supply products with adequate instructions for proper use and disposal.	
5	DISINFECTANT SPRAY	The supplier shall supply products which do not contain ethylene-diamine-tetra-acetate (EDTA) nor alkyl phenol ethoxylates (APEO).	Implemented
		The supplier shall supply products with detailed instructions on maximizing product performance and indications for the proper waste disposal and the recyclability of the container.	

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ITEM NO.	ITEM DESCRIPTION	GPP TECHNICAL SPECIFICATIONS	STATUS
6	TOILET PAPER	The supplier shall supply products which are made out of raw materials from 100% recycled fibre.	Implemented
		The supplier shall supply paper which is at least Elemental Chlorine Free (ECF).	
		The core as well as any paper wrapping and carton box packing must be made from 100% recycled fibre and the cartons must be strong enough for storage and transit.	
		Recycled fibre must contain not less than 60% post-consumer fibre.	Not yet implemented, for further study
		The supplier shall supply paper which is Totally Chlorine Free (TCF).	Not yet implemented, for further study
7	MULTICOPY PAPER, A4 AND LEGAL SIZE	The supplier shall supply products which are made out of raw materials from at least 50% recycled fibre.	Not yet implemented, for further study
		The supplier shall supply paper which is at least Elemental Chlorine Free (ECF).	Approved by the TSRC
		Any paper wrapping and carton box packing must be made from 100% recycled fibre.	
		Recycled fibre must contain not less than 10% post-consumer fibre.	Not yet implemented, for further study
		The supplier shall supply paper which is Totally Chlorine Free (TCF).	Not yet implemented, for further study
8	CHAIRS, BEIGE & WHITE	The chairs shall be marked for recycling according to ISO 11469 or equivalent and must not contain additions of other materials that may hinder their recycling.	Approved by the TSRC
		VERIFICATIONS: Signs for Recyclability according to ISO11469 have the following appearance: 	



ITEM NO.	ITEM DESCRIPTION	GPP TECHNICAL SPECIFICATIONS	STATUS
9	LEDs	The supplier shall supply LEDs which fulfill the specifications according to PNS IEC 62612 (latest version, currently 2014).	For further review of technical specifications; with letter to DTI-BPS requesting for the updated copy of PNS.
		The supplier shall supply products which are packaged in recyclable material.	
10	LIQUID HAND SOAP	The supplier shall supply products with adequate instructions for proper use and disposal.	Approved by the TSRC
		The supplier shall supply products which do not contain ethylene-diamine-tetra-acetate (EDTA) nor alkyl phenol ethoxylates (APEO).	Not yet implemented, for further study
11	MULTIPURPOSE PAPER, A4 and LEGAL	The supplier shall supply paper which is at least Elemental Chlorine Free (ECF).	Approved by the TSRC; not included in the GPP Road Map
		Any paper wrapping and carton box packing must be made from 100% recycled fibre.	

Prepared by:

  
**JESSICA G. GAPUZ**  
 TSRC Secretariat

Reviewed by:

  
**SHARON Y. BAILE**  
 TSRC Chairperson



PROCUREMENT SERVICE

**NON-COMMON USE SUPPLIES AND EQUIPMENT WITH GPP SPECIFICATIONS**


as of 31 December 2022

ITEM NO.	ITEM DESCRIPTION	GPP TECHNICAL SPECIFICATIONS	STATUS
1	COMPUTERS, MONITORS AND LAPTOPS	The suppliers shall supply ICT equipment which fulfils at least ENERGY STAR 6.1 for computers and 7.0 for monitors criteria.	IMPLEMENTED
		The supplier shall supply products with a visible On/Off switch.	
		In case of desktop computers: The supplier shall supply products which are designed so that the memory, hard disk and CD drive are readily accessible and can be changed easily for upgrades.	
		The supplier shall supply notebooks and desktop computers where the availability of replacement batteries and power supplies is guaranteed for at least 5 years after end of production.	
		The supplier shall supply the products in recyclable packages and shall provide a packaging take-back service.	Not yet implemented, for further study

Prepared by:

  
JESSICA G. GAPUZ  
TSRC Secretariat

Reviewed by:

  
SHARON Y. BAILE  
TSRC Chairperson



## Part B, PAP 3

Requesting/ Validating Agency	Delivery Units Concerned	Required Reports	Prescribed Deadline of Submission	Actual Date Submitted	Dimension	Rating	Remarks
FY 2022 1st Quarter (as of March 31, 2022)							
Comptroller Division	Planning and Budget Division (Treasury Section)	Report of Checks Issued (RCI) for December 2021	Every 10th day of the following month	January 25, 2022	T	1	Issued Corrective Action Report
		Report of Collections and Deposits (RCD) for December 2021		June 15, 2022	T	1	Issued Corrective Action Report
Report of Checks Issued (RCI) for January 2022		Every 10th day of the following month	February 23, 2022	T	1	Issued Corrective Action Report	
Report of Checks Issued (RCI) for February 2022			June 15, 2022	T	1	Issued Corrective Action Report	
PS-COA		Report of Collections and Deposits (RCD) for January 2022	Every 10th day of the following month	April 6, 2022	T	1	Issued Corrective Action Report
		Report of Collections and Deposits (RCD) for February 2022		June 15, 2022	T	1	Issued Corrective Action Report
DBM	Planning and Budget Division (Budget Section)	Budget Proposal for FY 2023	September 26, 2022 (As prescribed in the Internal Memorandum issued by the Planning and Budget Division)	N/A	N/A	September 26, 2022 will be the initial Endorsement to DBM	
PS-COA	Planning and Budget (Budget Section)	FAR No. 2 – Statement of Approved Budget, Utilizations, Disbursement and Balances (Trust Receipts & Revolving Fund)	Last day of the following month after the closing of the quarter For 2021 Q4 - January 31, 2022 (deadline falls on the 1st quarter of 2022)	January 27, 2022	T	4	
		FAR No. 2-A – Summary of Approved Budget, Utilizations, Disbursements and Balances by Objects of Expenditures		January 27, 2022	T	4	
		FAR No. 6 – Statement of Approved Budget, Utilization, Disbursement and Balances of Trust Receipts		January 27, 2022	T	4	
DBM-CPMS	Planning and Budget Division (Planning Section)	CY 2022 OPCR Forms and Operational Planning Template	On or before 23 December 2021 or five (5) working days after the issuance of PRIME Advisory (January 11, 2022)	January 12, 2022	T	5	
		FY 2020 Physical Performance Report as of December 31, 2021	January 15, 2022	January 14, 2022	T	4	
		Revised FY 2021 Physical Performance Report as of December 31, 2021	January 31, 2022	January 28, 2022	T	4	




Part B, PAP 3

Requesting/ Validating Agency	Delivery Units Concerned	Required Reports	Prescribed Deadline of Submission	Actual Date Submitted	Dimension	Rating	Remarks
FY 2022 1st Quarter (as of March 31, 2022)							
AO25 Secretariat	Planning and Budget Division (Planning Section)	FY 2021 Performance-Based Bonus (PBB) Reports: a) B/S/O Service and Process Improvement (SPI) targets; b) SPI Accomplishment Reports; and c) B/S/O Client Satisfaction Report	February 28, 2022	February 28, 2022	T	3	
PCOO	FOI Committee	People's FOI Manual Agency Information Inventory FOI Registry and FOI Summary Report Screenshot of Agency's Home Page	January 29, 2022	January 29, 2022	T	3	
GPPB-TSO	Procurement Group	FY 2021 Procurement Monitoring Report (PMR) for 2nd Semester	March 31, 2022	March 8, 2022	T	5	
ARTA	General Services Division	Updating of PS-DBM Citizen's Charter	March 30, 2022	January 25, 2022	T	5	


T 2.9375  
Qn 5

(17 out of 17 reports were  
submitted)


Prepared by:

  
Stephanie Alyssa S. Young  
PMO I, Planning and Budget Division

Reviewed by:

  
Maria Joanna Victoria L. Maglay  
PMO V, Planning and Budget Division

Approved by:

  
Joshua S. Laure  
OIC-Director, Admin and Finance Group



Part B, PAP 3

Requesting/ Validating Agency	Delivery Units Concerned		Required Reports	Prescribed Deadline of Submission	Actual Date Submitted	Dimension	Rating	Remarks
FY 2022 2nd Quarter (as of June 30, 2022)								
Comptroller Division	Planning and Budget Division (Treasury Section)	1	Report of Checks Issued (RCI) for March 2022	Every 10th day of the following month	No submission yet	T	1	Issued Corrective Action Report
			Report of Checks Issued (RCI) for April 2022	Every 10th day of the following month	No submission yet	T	1	Issued Corrective Action Report
			Report of Checks Issued (RCI) for May 2022	Every 10th day of the following month	No submission yet	T	1	Issued Corrective Action Report
PS-COA	Planning and Budget Division (Treasury Section)	2	Report of Collections and Deposits (RCD) for March 2022	Every 10th day of the following month	April 8, 2022	T	4	
			Report of Collections and Deposits (RCD) for April 2022	Every 10th day of the following month	May 10, 2022	T	3	
			Report of Collections and Deposits (RCD) for May 2022	Every 10th day of the following month	June 9, 2022	T	4	
DBM	Planning and Budget Division (Budget Section)	3	Budget Proposal	September 26, 2022 (As prescribed in the Internal Memorandum issued by the Planning and Budget Division)	N/A	N/A	September 26, 2022 will be the initial Endorsement to DBM	
PS-COA	Planning and Budget (Budget Section)	4	FAR No. 2 – Statement of Approved Budget, Utilizations, Disbursement and Balances (Trust Receipts & Revolving Fund)	Last day of the following month after the closing of the quarter For Q1 - April 30, 2022 (deadline falls on the 2nd quarter of 2022)	April 22, 2022	T	5	
		5	FAR No. 2-A – Summary of Approved Budget, Utilizations, Disbursements and Balances by Objects of Expenditures		April 22, 2022	T	5	
		6	FAR No. 6 – Statement of Approved Budget, Utilization, Disbursement and Balances of Trust Receipts		April 22, 2022	T	5	
DBM-CPMS	Planning and Budget Division (Planning Section)	7	Revised CY 2022 OPCR Forms	June 16, 2022	June 16, 2022	T	3	
GPPB-TSO	IBAC/Planning and Budget Division (Planning Section)	8	PS-DBM Results of the APCP1 System for FY 2021 Procurement Transactions	June 30, 2022	June 20, 2022	T	5	

T  
Qn 3.363636364  
1 (8 out of 11 reports were submitted)

Prepared by:

Stephanie Alyssa S. Young  
PMO I, Planning and Budget Division-Planning Section

Reviewed by:

Maria Joanna Victoria L. Maglay  
PMO V, Planning and Budget Division-Planning Section

Approved by:

Joshua S. Laure  
OIC-Director, Admin and Finance

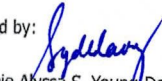


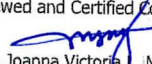
Part B, PAP 3

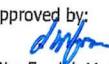
Requesting/ Validating Agency	Delivery Units Concerned		Required Reports	Prescribed Deadline of Submission	Actual Date Submitted	Dimension	Rating	Remarks
FY 2022 3rd Quarter (as of September 30, 2022)								
Comptroller Division		1	Report of Checks Issued (RCI) for June 2022	Every 10th day of the following month	October 6, 2022	T	1	Issued Corrective Action Report
			Report of Checks Issued (RCI) for July 2022	Every 10th day of the following month	August 11, 2022	T	2	Issued Corrective Action Report
			Report of Checks Issued (RCI) for August 2022	Every 10th day of the following month	September 7, 2022	T	5	submitted to PS-COA, 3 days before the deadline
PS-COA	Planning and Budget Division (Treasury Section)	2	Report of Collections and Deposits (RCD) for June 2022	Every 10th day of the following month	July 8, 2022	T	4	submitted to Comptroller Division 2 days before the deadline
			Report of Collections and Deposits (RCD) for July 2022	Every 10th day of the following month	August 5, 2022	T	5	submitted to Comptroller Division 5 days before the deadline
			Report of Collections and Deposits (RCD) for August 2022	Every 10th day of the following month	September 9, 2022	T	4	Issued Corrective Action Report
DBM	Planning and Budget Division (Budget Section)	3	Budget Proposal	Per revised Budget Call Guidelines, the endorsement of FY2023 Budget shall be on October 14, 2022 (deadline falls on the 4th quarter of 2022)	N/A	T	N/A	
PS-COA		4	FAR No. 2 – Statement of Approved Budget, Utilizations, Disbursement and Balances (Trust Receipts & Revolving Fund)	Last day of the following month after the closing of the quarter For Q2 - July 29, 2022 (deadline falls on the 3rd quarter of 2022)	July 29, 2022	T	3	report was submitted on the deadline
		5	FAR No. 2-A – Summary of Approved Budget, Utilizations, Disbursements and Balances by Objects of Expenditures		July 29, 2022	T	3	report was submitted on the deadline
		6	FAR No. 6 – Statement of Approved Budget, Utilization, Disbursement and Balances of Trust Receipts		July 29, 2022	T	3	report was submitted on the deadline
DBM-CPMS	Planning and Budget Division (Planning Section)	7	Revised 1st Semester OPAR	July 25, 2022	July 20, 2022	T	5	report was submitted 3 days before the deadline

T  
Qn 3.5  
5

(10 out of 10 reports were submitted)

Prepared by:   
Stephanie Alyssa S. Young-Dela Cruz  
PMO I, Planning and Budget Division-Planning Section

Reviewed and Certified Correct by:  
  
Maria Joanna Victoria L. Maglay  
PMO V, Planning and Budget Division-Planning Section

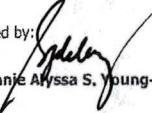
Approved by:   
Atty. Faydah M. Dumarpa  
Director, Administrative and Finance Group

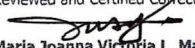



Part B, PAP 3

Requesting/ Validating Agency	Delivery Units Concerned		Required Reports	Prescribed Deadline of Submission	Actual Date Submitted	Dimension	Rating	Remarks
FY 2022 4th Quarter (as of December 31, 2022)								
PS-COA	Planning and Budget Division (Treasury Section)	1	Report of Checks Issued (RCI) for September 2022	Every 10th day of the following month	October 12, 2022	T	1	Issued Corrective Action Report
			Report of Checks Issued (RCI) for October 2022	Every 10th day of the following month	November 10, 2022	T	3	report was submitted on the deadline
			Report of Checks Issued (RCI) for November 2022	Every 10th day of the following month	January 10, 2023	T	1	Issued Corrective Action Report
Comptroller Division		2	Report of Collections and Deposits (RCD) for September 2022 (Main & ADA)	Every 10th day of the following month	October 10, 2022	T	3	report was submitted on the deadline
			Report of Collections and Deposits (RCD) for October 2022 (Main)	Every 10th day of the following month	November 10, 2022	T	3	report was submitted on the deadline
			Report of Collections and Deposits (RCD) for October 2022 (ADA)	Every 10th day of the following month	November 8, 2022	T	4	report was submitted 2 days before the deadline
			Report of Collections and Deposits (RCD) for November 2-17, 2022 (Main)	Every 10th day of the following month	November 21, 2022	T	5	report was submitted 14 days before the deadline
			Report of Collections and Deposits (RCD) for November 2-17, 2022 (ADA)	Every 10th day of the following month	November 21, 2022	T	5	report was submitted 14 days before the deadline
			Report of Collections and Deposits (RCD) for November 18-29, 2022 (Main)	Every 10th day of the following month	December 6, 2022	T	5	report was submitted 4 days before the deadline
			Report of Collections and Deposits (RCD) for November 18-29, 2022 (ADA)	Every 10th day of the following month	December 9, 2022	T	4	report was submitted 1 day before the deadline
DBM		3	Budget Proposal	Per revised Budget Call Guidelines, the endorsement of FY2023 Budget shall be on October 14, 2022 (deadline falls on the 4th quarter of 2022)	October 10, 2022	T	5	report was submitted 4 days before the deadline
PS-COA	Planning and Budget Division (Budget Section)	4	FAR No. 2 – Statement of Approved Budget, Utilizations, Disbursement and Balances (Trust Receipts & Revolving Fund)	Last day of the following month after the dosing of the quarter For Q3 - October 28, 2022 (deadline falls on the 4th quarter of 2022)	October 28, 2022	T	3	report was submitted on the deadline
		5	FAR No. 2-A – Summary of Approved Budget, Utilizations, Disbursements and Balances by Objects of Expenditures		October 28, 2022	T	3	report was submitted on the deadline
		6	FAR No. 6 – Statement of Approved Budget, Utilization, Disbursement and Balances of Trust Receipts		October 28, 2022	T	3	report was submitted on the deadline

T 3,428571429  
Qn 5 (10 out of 10 reports were submitted)

Prepared by:  
  
Stephanie Ayssa S. Young-Dela Cruz  
PMO I  
Planning and Budget Division-Planning Section

Reviewed and Certified Correct:  
  
Maria Joanna Victoria L. Maglay  
PMO V  
Planning and Budget Division-Planning Section

Approved by:  
  
Atty. Faydan M. Dumarpa  
Director IV  
Administrative and Finance Group



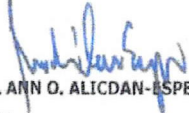
Annex "H"

**PART B, PAP 4: Prepare and submit comments and other reports requested by external stakeholders**

SUCCESS INDICATOR	DATE OF ASSUMPTION	NO. OF APPOINTMENT CONTRACTS	DATE SUBMITTED	INDICATOR	DIMENSION	RATING	REMARKS
100% of the required/requested reports and comments submitted to the external stakeholders on the prescribed deadline							No appointment processed for the 1st and 2nd Quarter of 2022 (No new hire)

QI  
T

Prepared by:

  
**ABIGAIL ANN O. ALICDAN-ESPERE**

SAO, HRDD

Date: July 8, 2022

Reviewed by:

  
**JOSE RAFAEL M. MAGNO**

OIC-Division Chief, HRDD

Date: July 8, 2022

Approved by:

  
**JOSHUA S. LAURE**

OIC-Director IV, Admin and Finance Group

Date: July 8, 2022



**PART B, PAP 4: Prepare and submit comments and other reports requested by external stakeholders**

SUCCESS INDICATOR	DATE RECEIVED BY THE CSC	NO. OF EMPLOYEES	DATE RECEIPT OF SALN	INDICATOR	Dim	Rating	Remarks
Reports were submitted within the prescribed period and approved after (3) presentations							N/A No new hire.

QI  
T

Prepared by:

  
**ABIGAIL ANN O. ALICDAN-ESPERE**

SAO, HRDD

Date: July 8, 2022

Reviewed by:

  
**JOSE RAFAEL M. MAGNO**

OIC-Division Chief, HRDD

Date: July 8, 2022

Approved by:

  
**JOSHUA S. LAURE**

OIC-Director IV, Admin and Finance Group

Date: July 8, 2022



**PART B, PAP 4: Prepare and submit comments and other reports requested by external stakeholders**

Submission of Appointment Contract

SUCCESS INDICATOR	DATE OF ASSUMPTION	DATE RECEIVED BY CSC*	ACTUAL ACCOMPLISHMENT	DIMENSION	RATING	REMARKS
100% of the required/requested reports and comments submitted to the external stakeholders on the prescribed deadline	August 8, 2022	September 8, 2022	2 Appointment Contracts submitted	Qn	5	
			Reports were submitted on the prescribed deadline	T	3	
	August 22, 2022	September 20, 2022	1 Appointment Contract submitted	Qn	5	
			Reports were submitted two (2) days before the prescribed deadline	T	4	
	August 30, 2022	September 21, 2022	1 Appointment Contract submitted	Qn	5	
			Reports were submitted nine (9) days before the prescribed period	T	5	

Qn 5  
T 4

\*Appointment/s must be submitted within 30 days of assumption

Prepared by:

**MR. ALVIN R. NEPOMUCENO**

Administrative Officer V

Date: October 27, 2022

Reviewed and Certified by:

**MS. SAMANTHA GRACE E. MOSCOSO**

OIC-Division Chief, HRDD

Date: October 27, 2022

Approved by:

**ATTY. FAYDAH M. DUMARPA**

Director IV, AFG

Date: October 27, 2022



**PART B, PAP 4: Prepare and submit comments and other reports requested by external stakeholders**

Submission of SALN

SUCCESS INDICATOR	DATE OF ASSUMPTION	DATE RECEIVED BY CSC*	ACTUAL ACCOMPLISHMENT	DIM	RATING	REMARKS
100% of the required/requested reports and comments submitted to the external stakeholders on the prescribed deadline	August 8, 2022	October 25, 2022	2 SALN were submitted to the CSC	Qn	5	Processing, review and submission of SALN certification deferred due to urgent deadlines and priority instructions to personnel involved in the process
			required/requested reports and comments submitted to the external stakeholders more than three (3) days after the prescribed period	T	1	
	August 22, 2022	October 25, 2022	1 SALN were submitted to the CSC	Qn	5	
			required/requested reports and comments submitted to the external stakeholders more than three (3) days after the prescribed period	T	1	
	August 30, 2022	October 25, 2022	1 SALN were submitted to the CSC	Qn	5	
			required/requested reports and comments submitted to the external stakeholders more than three (3) days after the prescribed period	T	1	

\*SALN/s must be submitted within 30 days of assumption

Prepared by:

**MR. ALVIN R. NEPOMUCENO**

Administrative Officer V

Date: October 27, 2022

Reviewed and Certified by:

**MS. SAMANTHA GRACE E. MOSCOSO**

OIC-Division Chief, HRDD

Date: October 27, 2022

Approved by:

**ATTY. FAYDAH M. DUMARPA**

Director IV, AFG

Date: October 27, 2022



## PART B, PAP 4: Prepare and submit comments and other reports requested by external stakeholders


Submission of Appointment Contract

SUCCESS INDICATOR	DATE OF ASSUMPTION	DATE RECEIVED BY CSC*	ACTUAL ACCOMPLISHMENT	DIMENSION	RATING	REMARKS
100% of the required/requested reports and comments submitted to the external stakeholders on the prescribed deadline	November 16, 2022	December 12, 2022	1 Appointment Contract submitted	Qn	5	
			Report was submitted four (4) days before the prescribed deadline	T	5	
	November 24, 2022	December 12, 2022	1 Appointment Contract submitted	Qn	5	
			Report was submitted twelve (12) days before the prescribed deadline	T	5	
	November 28, 2022	December 16, 2022	2 Appointment Contracts submitted	Qn	5	
			Reports were submitted twelve (12) days before the prescribed deadline	T	5	
	December 5, 2022	January 4, 2023	1 Appointment Contract submitted	Qn	5	
			Report was submitted one (1) day before the prescribed deadline	T	4	


Qn 5  
T 4.75

\*Appointment/s must be submitted within 30 days of assumption


Prepared by:

  
**MS. RIEMIEL ROSE R. GAMBA**  
Administrative Officer IV  
Date: January 11, 2023

Reviewed and Certified by:

  
**MS. SAMANTHA GRACE E. MOSCOSO**  
OIC-Division Chief, HRDD  
Date: January 11, 2023

Approved by:

  
**ATTY. FAYDAH M. DUMARPA**  
Director IV, AFG  
Date: January 12, 2023



**PART B, PAP 4: Prepare and submit comments and other reports requested by external stakeholders**

Submission of SALN

SUCCESS INDICATOR	DATE OF ASSUMPTION	DATE RECEIVED BY CSC*	ACTUAL ACCOMPLISHMENT	DIM	RATING	REMARKS
100% of the required/requested reports and comments submitted to the external stakeholders on the prescribed deadline	November 16, 2022	December 2, 2022	1 SALN was submitted to the CSC	Qn	5	
			required/requested reports and comments submitted to the external stakeholders fourteen (14) days before the prescribed period	T	5	
	November 24, 2022	December 2, 2022	1 SALN was submitted to the CSC	Qn	5	
			required/requested reports and comments submitted to the external stakeholders twenty two (22) days before the prescribed period	T	5	
	November 28, 2022	December 21, 2022	2 SALNs were submitted to the CSC	Qn	5	
			required/requested reports and comments submitted to the external stakeholders seven (7) days before the prescribed period	T	5	
	December 5, 2022	December 21, 2022	1 SALN was submitted to the CSC	Qn	5	
			required/requested reports and comments submitted to the external stakeholders fifteen (15) days before the prescribed period	T	5	

\*SALN must be submitted within 30 days of assumption

Prepared by:

**MR. ALVIN R. NEPOMUCENO**

Administrative Officer V

Date: January 11, 2023

Reviewed and Certified by:

**MS. SAMANTHA GRACE E. MOSCOSO**

OIC-Division Chief, HRDD

Date: January 11, 2023

Approved by:

**ATTY. FAYDAH M. DUMARPA**

Director IV, AFG


Date: January 12, 2023



SUCCESS INDICATOR	DATE RECEIVED BY THE CSC	NO. OF EMPLOYEES	DATE RECEIPT OF SALN	INDICATOR	Dim	Rating	Remarks
Reports were submitted within the prescribed period and approved after (3) presentations							N/A No new hire.

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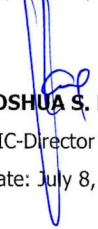
Prepared by:

  
**ABIGAIL ANN O. ALICDAN-ESPERE**  
 SAO, HRDD  
 Date: July 8, 2022

Reviewed by:

  
**JOSE RAFAEL M. MAGNO**  
 OIC-Division Chief, HRDD  
 Date: July 8, 2022

Approved by:

  
**JOSHUA S. LAURE**  
 OIC-Director IV, Admin and Finance Group  
 Date: July 8, 2022



**PART B, PAP 4: Prepare and submit comments and other reports requested by external stakeholders**

SUCCESS INDICATOR	DATE OF ASSUMPTION	NO. OF APPOINTMENT CONTRACTS	DATE SUBMITTED	INDICATOR	DIMENSION	RATING	REMARKS
Reports and comments submitted within the prescribed period and approved after three (3) presentations							N/A  No appointment processed for the 1st Quarter of 2022

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#REF!

Prepared by:

  
**ABIGAIL ANN O. ALICDAN-ESPERE**

SAO, HRDD

Date: July 8, 2022

Reviewed by:

  
**JOSE RAFAEL M. MAGNO**

OIC-Division Chief, HRDD

Date: July 8, 2022

Approved by:

  
**JOSHUA S. LAURE**

OIC-Director IV, Admin and Finance Group

Date: July 8, 2022